

**THE WORKING CONDITIONS OF PERSONS WITH
DISABILITIES: THE CASE OF TWO PRODUCTION
CENTERS IN ADDIS ABABA**

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Acronyms

C.B.M	- Christopher Blind Mission
DAA	- Disability Awareness in Action
E.F.P.D	- Ethiopian Federation of Persons with Disabilities
FGD	- Focus Group Discussion
ILO	- International Labour Organization
MHSA	- Ministry of Health and Social Affairs
MOLSA	- Ministry of Labour and Social Affairs
NGOs	- Non- Government Organization
PWDs	- Persons with Disabilities
S.R.B.H.	- The Society for the Rehabilitation of the Blind and Handicapped
UN	- United Nations
Y.T.M.D	- Yehager Tibeb Mederaja Dirijit

Abstract

This study attempted to find out the problems with the working conditions of persons with disabilities. In the study, a total of twenty nine participants were taken and qualitative method of study was employed to collect data. The participants were fourteen persons with different disabilities, ten workers with out disabilities, two managers, two workers' Representatives who were taken from the two production centers named, The society of Rehabilitation for the Blind and Handicapped and Yehager Tibeb Mederaja Dirijit and an officer from The Ethiopian Federation of Persons with Disabilities. The main method of data collection was interview. In addition, focus group discussion and informal talk were used to support the data obtained through the interview. The study found out that financial problem is the major obstacle for the centers to fulfill the needs of workers with different disabilities. The centers aim at enabling PWDs independent and productive citizens. The workers are engaged in the type of work, which is not updated. Because of this it is hard for them to compete in the market. To improve the mode of production, there is a need to give training or employ skilled manpower. In addition to this, lack of coordination with NGOs, aid agencies and other parties who work on disability areas make the problem worse. Lack of welfare, occupational safety and health services are also sited as problems of PWDs at the work place. They also have shortage of raw materials for the production and need some adaptations with the equipment, occupational safety and health services. Therefore, according to the findings, to make good working conditions for persons with different disabilities, there is a need for strong effort. Some recommendations were made based on the findings particularly in relation to the active role of NGOs, aid agencies and other concerned bodies have to play. According to the finding, PWDs are facing challenges in their working conditions. Thus, employers, the society and other concerned bodies should give special attention to enable workers with different disabilities to have a decent work which is free from physical barriers and play a great role to overcome their many faceted problems.

CHAPTER ONE

Introduction

1.1. Background of the Study

Through out history persons with disabilities have experienced social discrimination, segregation and exclusion. They also characterized as incomplete or defective human beings. In addition lack of awareness about the potentials of persons with disabilities together with negative attitudes towards their conditions are main causes for person to be hidden from sight and social contact, engage in begging, staying behind home and being economically dependent on others (Tirusew, 2005).

Furthermore, in spite of all these misunderstandings, different research findings and experience show us that there are PWDs who succeed in their lives by using their remaining potentials.

According to Hunt and Berkewitz (1996, as cited in Metasebia, 2001), in central and Eastern Europe, workers with different types of disabilities have often been placed in positions that need low skill, low status and often in the lowest productivity, workshops of a factory.

In the same way Kitchen (1998, as cited in Adere, 2002) notes that people with disabilities in general are one of the groups that are disadvantaged through limited access to the labor market. It is also, believed that they are marginalized and excluded from mainstream society and represents one of the poorest groups. Apart from being excluded and marginalized from the work place, they are often segregated within schooling, unable to find suitable living house that consider their needs and have restricted access to public transport.

Metasebia (2001) discussed that for many people with disabilities, either there is no possibility of finding a job or such work as they are able to obtain is usually poorly paid. Furthermore, many countries have successfully endeavored to eliminate the barriers to their full participation in community life. And this can be done through the adoption of relevant legislation. Therefore, people with disabilities can have the right and opportunities to attend school, obtain employment and included in the community service. Moreover, the researcher believed that the practice of equal opportunities requires equal consideration and a willingness to make change to the job content and to the working environment if necessary.

A survey, which is carried out every two years by Statistics of Sweden on behalf of National labour market Board AMS (Arbetsmarknad sstyrelsen) reveals more than 500 million people in the world have different types of disabilities. Their entitlement to the same rights and equal opportunities are often hindered as physical and social barriers often put them at a disadvantage (2005). In relation to adaptation, it shows that more than seven out of ten employed persons with disabilities with reduced ability to work reported that, their working conditions need to be adopted. And the most common types of adaptation required include adaptation of tasks; technical aids, work pace and working time. They also experienced discrimination and harassment in the work place.

Coleridge (1993, as cited in Adere, 2002) stated that, in many developing countries governments and aid agencies perceive disability often as a problem but not as a major issue. Greater and absolute priorities are given to income, access to land, jobs, basic health care and others.

Alemu (2002) confirmed that PWDs for many years been isolated and the situation is becoming worse. They have been suffering from discrimination in the world in general and in Ethiopia as developing countries in particular.

In addition, it is believed that the working conditions of persons with disabilities in the developing countries like Ethiopia is challenging. Tirusew (2005) indicates that jobs are not easy to be taken up by persons with disabilities and the working situations are not so simple and smooth. He believes that in order to exploit the working potential of persons with disabilities, employers have to provide them with the necessary working tools.

In the words of Adere (2002) persons with disabilities who are employees of government agencies are relatively in better positions. On the other hand, employment in privately owned production and rehabilitation centers exhibits different obstacles.

As people without disabilities work as to their potential and live their life independently, while as one can observe from some researches and out daily experience. Those with disabilities may face various problems in their working situation. This shows that persons with disabilities are disadvantaged in many faceted ways and encounter different problems to lead their life smoothly.

1.2. Statement of the Problem

As in our daily experience and based on some researches, apart from being disadvantaged in employment opportunities, persons with disabilities are poorly paid, face problems in their career advancement, accommodations and other barriers in their working environment.

Some studies conducted in the area of disability revealed that persons with disabilities are victims of being unemployed, unable to become full participants in all round activities. Thus, this study aims at investigating the working conditions of persons with disabilities who are employed and tries to look at the problems they face.

In light of this statement, the researcher attempts to answer the following questions.

- Do persons with disabilities have problems in their working conditions? If so, what are they?
- What support services do they get?
- What adaptation of working conditions do persons with disabilities require?
- How do other concerned bodies perceive the working conditions of persons with disabilities?
- What mechanisms can be suggested to improve the working conditions of PWDs.

1.3. Objective of the Study

1.3.1. General Objective

The general objective of this research was to assess the working conditions and problems of employed persons with disabilities.

1.3.2. Specific Objectives

The specific objectives of the study were:

- To look at the situation of PWDs in their working time, content and organization of work.
- To identify the circumstance of persons with disabilities in their career development, welfare, occupational safety, health and other services.
- To explore the understanding of non-disabled workers and others about the working conditions of persons with disabilities.
- To suggest possible solutions to minimize the problems.

1.4. Significance of the Study

The working conditions of persons with disabilities have been found worth investigating on the following grounds.

- Finding out problems that persons with disabilities face in their working conditions.
- Gives insight to government and non- government organizations on the importance of their active participation on providing materials and financial support for persons with disabilities.
- Providing a clue to all concerned agents to act up on and minimize the problems.
- It could also serve as a springboard to others who want to study on the same area.

1.5 Scope of the study

The study does not attempt to assess the living conditions of persons with disabilities and include all the problems. It is limited to the problems of persons with disabilities in their working conditions.

1.6 Limitations of the study

Even though, this study keeps its originality, it has shortcomings. Some of them are;

- Due to shortage of local research in the area, the researcher mostly focused on the available ILO documents to review literature.
- The factors included under the working conditions are limited on the ILO classification of its concept.

Definitions of Key Terms

Adaptation - Redesign or adjustments of tools, machines, work stations, work organization and others to an individual's needs (ILO,2002).

Occupational Safety and Health Service - Protection from job related accidents and other health services.

Persons with disabilities

- Persons with Visual impairment, Hearing impairment, Motor disorder and Multiple disorders who are engaged in the production centers.

Welfare Service - Financial or material support.

Working conditions -The factors determining the circumstance in which the worker works. The factors include hours of work, work organization, job content, welfare service and the occupational and health of worker (ILO,2002:8).

Work Content - The state and quality of work type.

Work Organization - The condition in which the work is organized.

CHAPTER TWO

Review of Related Literature

2.1. Disability

2.1.1. The Concept of Disability

Since, there are different understandings about the word disability; it is difficult to find one agreed definition. However, some studies defined the term in many ways. WHO (1980 as cited in Skelt) defined disability as "Any restriction or lack (resulting from an impairment) or ability to perform an activity in the manner or within the range considered normal for a human being, i.e you check what people can not do when compared with the majority of other people" (1993:45).

An individual is identified as being disabled based on social and cultural factors, and there is no accepted definition for disability. Terminologies in the field are the result of work by experts in developed countries, and not always reflect the social and cultural perceptions and realities of developing countries. So that it is difficult to apply such definitions in developing countries (ILO, 1993).

Regarding the local studies, Adugna (1997) also stated in his study about the concept that disability is not as such a simple and straight forward issue dealing with objective states in the human being. In addition, it is not a biological or medical act but educational, socio cultural and psychological issue appearing in the daily activities, behaviors of the individual, communication, mobility and personal care with negative consequences of social, cultural and economic effects.

The definition of disability, which determines who will be recognized as a person with a disability, and hence protected by the relevant legislation, is very much dependent on the goal being pursued by the particular law or policy. Thus, there is no single definition of disability which can be used in all labour and social legislation (ILO,2004:16).

For Tibebu (1995), Disability is a way of thinking about others and a way of acting and reacting. He further explained "The creation of a disability concept and its application in specific settings, the effect it provokes, is derived and sustained in interaction. In one sense, disability changes by changing how we think about it. The meaning of disability varies at different levels of our society"(1995:40-41).

Thus, from all the ways of defining and understanding of the word "Disability", it can be said that it is understood mainly based on the way society believe and the person's ability to function in the environment.

2.1.2. Education and Training of Persons with Disabilities

It is believed that education is very important to all human beings in the labour market and in other aspects of life in the society particularly, it is basic for PWDs, which have lower employment rates, educational achievement than the other population and are still under presented in higher education (Lars, 2000). For Mekonen (1992, as cited in Tirusew, 2002) since education is something, which goes on throughout life, special arrangement and modification may need for PWDs to attend.

As it is stated in ILO (1995), access of persons with disabilities to effective education and training can only be secured in the framework of balanced and inclusive overall policy. The main goal must be to facilitate the integration of persons with disabilities, to the greatest amount possible, in the life and productive work of the family and the community.

It is also confirmed that in the formal education system, basic needs include the provision of physical access, appropriate accommodation, seating equipments and others. On the other hand, concerning the vocational training of persons with disabilities, it is stated that much can be done in the non- formal sector. As in the case of formal education, the goal must be the fullest possible integration of persons with disabilities in to the workforce, but the first step must be the provision of prerequisite conditions. These include the survey of the nature of disabilities, levels and nature of the education and training and an estimate of further education, types of work, the needs for devices and training, and definition of goals of maximum rehabilitation, independence and social integration.

Article 24 of The UN internal convention on the right of persons with disabilities (2006) stated that states parties recognize the right of persons with disabilities to education. It is without discrimination and equal opportunity, also ensuring an inclusive education system at all levels, it is directed to the development of persons with disabilities of their talents and mental and physical abilities to their fullest potential.

In realizing the rights, the convention stated that the parties should ensure that persons with disabilities are not excluded from education system; enable them to learn life and social development skills to facilitate their full participation in education. States shall also ensure persons with disabilities are able to access general tertiary education, vocational training and adult education with equal basis with others. Reasonable accommodation should also be provided.

In addition to this, in article 27 it is discussed that the parties should promote the idea of enabling persons with disabilities to effective access

to technical and vocational guidance programs, placement services and vocational and continuing training.

According to Mikre (2000, as cited in Adere, 2002), there are situations, which hindered and excluded persons with disabilities in the free labor market. These include insufficiency of the training, education and the magnitude of the problem.

Murray (as cited in ILO, 2002) declared on the technical consultation report concerning persons with disabilities. It says that training and employment opportunities for persons with disabilities have changed in recent years, which promote the inclusion of persons with disabilities in different sectors. In the field of training special centers continues to be a part of the services, which are needed. She added that there is a growing emphasis on opening mainstream training centers to persons with disabilities. So that training is largely viewed and in some countries the centers operate as resource centers to support movement of persons with disabilities in to mainstream programs because of the growing awareness.

The other reason, which is stated, is the recognition of persons with disabilities has varying-work-related abilities and needs. So, the researcher believes that these understandings reflect changes in legislation and policies which have been introduced in many countries in recent years.

In general, it can be said that persons with disabilities should get appropriate education and training according to their potentials and interest. If it is practical, they can participate in different sectors in the society as citizens. In addition, they can lead independent life and be successful.

2.1.3. Employment of Persons with Disabilities

People with different kinds of disabilities are victims of discrimination and exclusion from having the opportunity of getting a job. Adere (2002) stated that the social and economic status of people is determined by an access to the labour market and the earning potential. Therefore, it could be said that persons with disabilities are among one of the groups that are disadvantaged through limited access to the labor market.

As it is stated in Skelt (1993) persons with disabilities would like to have a job for the same reasons like everyone, however, three times less likely to obtain one. This indicates that persons with disabilities are not likely to have the right to education, vocational trainings and employment opportunities.

Article 27 of the UN international convention on the rights of person with disabilities discussed that parties should take appropriate steps during the course of employment of persons with disabilities. These include elimination of discrimination based on disability in employment. Protecting the right of persons with disabilities in equal basis to good working conditions like equal value, safe and healthy working conditions, including protection from harassment, promotion of employment opportunity and career advancement for persons with disabilities also included in the convention.

In addition to promotion of opportunities for self-employment and in private and public sector through the right polices, vocational and professional rehabilitation, job retention and return to work programs are also included.

2.2. Disability in Ethiopia

Proclamation concerning the right of persons with disabilities to employment No.101/1994, as cited in ILO (2004:5) defines person with a disability as "A person who is unable to see, hear or speak or suffering from injuries to his limb or from mental retardation due to nature or man made cause provided, however, that the term does not include persons who are alcoholics, drug addicts and those with psychological problems due to socially deviant behaviors". In addition, labor proclamation No 42/1993 defines, "any employment injury as a consequence of which there is a decrease or loss of capacity to work" (as cited in ILO 2004:6).

Similarly, as it is stated in ILO,

The identification of an individual as being disabled is clearly dependent upon social and cultural factors, and no universally accepted definition of disability exists. Terminology in the disability field is primarily the result of work by experts in developed countries, and does not always accurately reflect the social and cultural perceptions and realities of developing countries. There are considerable problems in attempting to apply such definitions in developing countries such as Ethiopia (1993:267).

According to Mikre (2000, as cited in Adere, 2002), the stereotype and the attitude of people and their orientation towards the inability of persons with disabilities is very prevalent rather than their abilities and potential. So, all these understanding and lack of awareness make the situation of persons with disabilities very difficult. As Alemu (2002) noted, there are estimate number of persons with observable disabilities in Ethiopia and their problems, but the extent of actual problems what all PWDs face their everyday living is not fully understood.

2.2.1. Magnitude

In the population and housing census 1994, from the total of 53,477,265 population of the country, 988,849, were persons with disabilities in Ethiopia (1.85%) of the population and estimated that there are over 5 million children, adults and elderly persons (ILO, 2004).

In the 1995 focused-baseline survey, the study shows the magnitude of specific disabilities. It has been 41.2% persons with motor disorder, 30.4% persons with visual impairment, (weak sighted and blind), 14.9% with hearing impairment (hard of hearing and deaf), 65% with cognitive disability (mild, moderate and profoundly mentally retarded) 2.4% with speech and language impairments, 2.4% with behavioral problems and 2% with multiple disabilities.

The researcher also pointed out important issue that needs to be considered. That is how society understands persons with disabilities. That can be in the framework of their physical limitation or strength, their capacity to learn, and others. According to him, in the country, there are different understandings about persons with disabilities as weak, hopeless and dependent. According to him, this leads to the misunderstanding of the potential of persons with disabilities to negative attitude and discrimination. Again, these societal reactions limit their access in provision of public services, employment and involvement in the society as a citizen.

2.2.2. Education and Training

According to the information from the Ministry of Education, the number of persons with disabilities who attend special education in 1999 academic year was 3,727. In Ethiopia persons with visual impairment are in 4 special boarding schools, one special day school, 23 special

classes. Person with hearing impairment and communication disorder are learning in 3 special boarding schools, 5 special day schools and 31 special classless. People with mental retardation are served in 2 special day schools and 29 special classes (MOLSA, 1999).

It is also suggested that concerned bodies should exert effort to enable persons with disabilities to become full participants in the educational sector. They should also provide appropriate teaching aids as per their type of disabilities.

It is true that one can not secure independent living without income. To learn and be employed there should be a kind of formal or informal training and education Mikre (2000 as cited in Adere, 2002)).

DAA (1997, as cited in Adere, 2002) identified that discrimination in education and training occurs because of the assumption that persons with disabilities are less qualified. Discrimination and lack of promotion and training opportunities will go on even after they find work.

In the UN, Disabled Peoples International (1990, as cited in Adere, 2002), it is noted that states should recognize the principle of equal primary, secondary and tertiary educational opportunities for children, youth and adults with disabilities.

According to the information from ILO (2004), there are organizations for persons with disabilities in Ethiopia. The Ethiopian Federation of Persons with Disabilities (EFPD), The Ethiopian National Association of the Blind (ENAB), The Ethiopian National Association for the Deaf (ENAD), The Support Organization of the Mentally Challenged (SOOM) and The Ethiopian National Association of the Physically Handicapped (ENAPH) and some others are found in Ethiopia.

The associations aim at promoting human rights for persons with different disabilities. They promote economic empowerment by providing vocational training, employment opportunities; organize CBR programs and many other activities. Tibebu (1995) also mentioned that the education of persons with disabilities today is recognized as a right in all countries.

2.2.3. Employment of Persons with Disabilities

ILO (2002) reported that in 1994, Ethiopia enacted legal provisions concerning employment of persons with disabilities through the proclamation concerning the rights of persons with disabilities to employment. It specifically provides for the employment of persons with disabilities. It aims to protect and promote the right to appropriate training, employment opportunities and salary and to prevent any workplace discrimination. It is stated that no selection criteria shall refer to the disability of the candidate, and that necessary equipment shall be provided to allow them to carry out their duties.

In the article 27 of the UN international convention, on the rights of persons with disabilities (2006) it is stated that states should forbid discrimination on the basis of disability with regular to all matters concerning employment, including conditions of recruitment, hiring and employment, continuance of employment, career advancement, and working conditions. In addition, employment should be promoted for persons with disabilities in the private sector through appropriate policies and measures, which may include affirmative action programs, incentives and other measures. As it is stated in ILO (2002), survey on disability in Ethiopia, 60% of persons with disabilities were unemployed in 1995 and 2/3 were self employed in rural areas in occupations such as agriculture and other activities.

In general, Tirusew (2005) indicated that the Ethiopian government is moving forward to address the issue of persons with disabilities. He also stated that proclamations targeted to protect their right as citizen, avoiding discrimination, the importance of education and training and increase their participation in different sectors in the society. In addition, he showed that there is a lot to be done to put the proclamation and policies in to practice.

He suggested that mainstreaming the needs of persons with disabilities is required from government, private sectors or any other organizations. This requires adopting an open and inclusive system that accommodates and accepts individual differences.

2.2.4. Legal Provisions regarding education and employment of persons with disabilities.

Labour Proclamation Number 42/1993

In the report, the proclamation ensures under article 29 the employment of persons with disabilities. It is by protecting them from dismissal when reduction of workers takes place. It is sated that whenever reduction of work force takes place, workers with higher rate of productivity and skills shall be retained.

Proclamation number 101-1994

According to the information from MOLSA (1999), in Ethiopia, training institutions for persons with disabilities are few so that they have not had the opportunity to participate fully in such trainings. It also stated that unemployment is the major problem in the country especially for persons with disabilities. Moreover, the development of the Ethiopian economy has not allowed putting the conventions and recommendations

adopted by International Labor Organization concerning vocational training and employment of persons with disabilities in action. However, Ethiopia has issued proclamation No2101/1994 about the rights of persons with disabilities to employment. It has also become difficult to put in to practice because of drafting regulations and directives for implementation.

For these reasons many persons with disabilities face problems in having equal opportunity to employment. Even those who are employed are encountered with obstacles. It is suggested that creating the necessary situations suitable to motivate persons with disabilities to participate actively in different sectors of the society and lead independent life.

Concerning the right of persons with disabilities to employment, it is the only legislation in Ethiopia in providing the employment. It aims to protect the right to persons with disabilities to appropriate training, employment opportunities salary and prevention from discrimination.

The Federal Civil Servant Proclamation (Number 262/2002)

Report of ILO (2004) explained that this proclamation is currently under review along with the regulations. According to the report article 13 prohibits discrimination because of ethnic origin, sex, religion, political outlook and others. It further provides action in the recruitment of persons with disabilities. It also prescribes that meeting the passing score is enough for applicants of persons with different disabilities competing for vacancies.

UN - International convention regarding education of persons with disabilities: Article 24

It is stated that states shall recognize the right of persons with disabilities to education without discrimination and ensure an inclusive education system at all levels. Moreover, they should not be excluded from the general education system on the basis of disability. They should get compulsory primary and secondary education. They should also be able to access general tertiary education; vocational training and reasonable accommodation should be provided.

Tibebu (1995) discussed that the 1994 policy of Ministry of Education policy was concerned about the rights of persons with disabilities to equal education and it says,

To produce citizens who have developed problem identification and problem solving attitude and capacity by strengthening individuals physical and mental potential through education and training beginning from basic education for all and at all levels (1993: 4).

2.3. Working Conditions

As it is defined in ILO (2002) "Working conditions refers to the factors determining the circumstances in which the worker works. The factors include hours of work, work organization, job content, welfare services and the occupational safety and health of worker" (2002:8-9).

The above factors that are incorporated in the working conditions are discussed below.

Working Hours

The above idea explained that working time in a day is one of the aspects of working conditions. The well being of workers is directly linked to the duration of hours the workers do and how those hours are organized (ILO, 1995).

In the worker's education manual ILO (1983) indicated that excessive working hours are a major problem for millions of workers.

In the article 24 of the Universal Declaration of Human Rights it is stated that every one has the right to rest including reasonable limitation of working hours and periodic holidays with pay (ILO, 1993).

Work content and Organization

It is believed that the way in which work is organized is often important to the worker. In the worker's education manual (1983), good work organization provides room or the use of judgment and instinctive. It is stated that it is the job of management where management has introduced suggestion boxes as an example. The results may sometimes be remarkable that lead to major changes. In addition, the response of workers will be based on the way in which they treated.

In contrast, if work is badly organized, the workers will be demoralized. Moreover, the working atmosphere will be depressed. In conditions like if a worker has only one duty and that is to be obedient, given only simple tasks, or if the pace of work does not allow the worker to relax only for a moment, the worker will be discouraged.

In the manual, it is stated that in developing countries, there are no simple solutions to the general problems posed by the organization of work, and indicated that experiments have not always led to success.

According to Kazutaka, -Wai and Joseph (1989, as cited in ILO,1999) improving work organization and job content is crucial. Moreover, work efficiency will increase when workers are free from excessive stress, fatigue when workers feel that their skills are properly used. As a result, they will care more about production and they are less likely to make mistakes or be absent from work. One should not be forget that workers have very different backgrounds, skills and preferences.

Furthermore, it is important to utilize workers skills effectively. Thus, managers are expected to find the most appropriate way of assigning tasks and work procedures by taking the various skills of individuals' works into account. It is also indicated that sometimes a job may be simple or excessively demanding. Therefore, it could be said that improving the job content and work organization is unquestionable.

Welfare Services

In the ILO (1983) workers education manual, it is explained that welfare is not a substitute for good wages and working conditions but it can be a valuable supplement. There is not and perhaps could not be, a satisfactory catalogue of all the welfare facilities and social services to which worker is entitled.

The situation vary that what is applicable to one industry is unnecessary to other, and identified the importance of pointing out individual differences including their potential and different needs.

Occupational Safety and Health

In the ILO (1999) reported that many developing countries have little public information and need to reinforce their capacity to design effective employment policies. It is stated that even today new investment decisions ignore safety, health and other environmental considerations of workers.

As it is indicated in Workers Education Manual ILO (1983), the principles in the working situation are applied for persons with disabilities. Thus, workers with disabilities including visually, hearing, physical and mental disability have special needs that are to be taken in to consideration. The needs must be noticed because workers with disabilities estimated at several million throughout the world. So that the principle to be applied here as in all other cases. Similarly the working conditions must be adapted to the workers.

The code of conduct in managing disability at work place (2002) discussed that for the safety of workers with disabilities there should be accessibility. It should include signage in use, manuals, workplace instructions and electronic information. In case of persons with hearing impairment access to information frequently conveyed by sound, like the ringing of a bell, fire alarm and whistle. It should be reviewed and complemented with alternative devices such as flashing lights. In addition, emergency planning should guarantee workers with disabilities are able to leave safely the work place to an area of safety.

2.4. ILO code of practice with regard to the working conditions of persons with disabilities

2.4.1.Duties

Duties of Employers

ILO (2002) put the general duties of employers in relation to the working conditions of persons with disabilities. As it is indicated employers should follow some strategies to manage disability in the work place. The strategy should be linked to a work place, policy on promoting safe and healthy work place, including provisions for occupational safety and health measures, risk analysis of any adoption adjustment or accommodation.

In addition, it is noted that the strategy should be in accordance with national policy and legislation. The above document put that this program should be formulated in cooperation with workers representative, in consultation with employees with disabilities, occupational health services, with organizations of persons with disabilities.

It added that employers should cooperate with the employment service in matching jobseekers with disabilities to jobs suited to their ability, work capacity and interest. They should also ensure that in their employment, persons with disabilities are treated equally without discrimination.

Duties of Workers' Representatives

ILO (2002) suggested that Workers' Representative in a given organization should actively advocate employment and training opportunities for persons with disabilities. They should encourage them

to join their organizations as members, to play leadership roles, promote positive action including awareness raising among managers and staff advocate devotion to remove occupational safety and health standards and require adjustment or adaptation

They should also introduce and implement strategies like raising employers' awareness of specific labour laws, conventions and technological support that are believed to facilitate the access of workers with disabilities.

Responsibilities of Competent Authorities

Competent authorities in the working conditions of persons with disabilities should periodically review all rules and regulations governing employment in the public and private sectors, be sure that there are no discrimination against persons with disabilities (ILO, 2002).

This same document elaborated that the authorities should facilitate contacts between employers' organizations and workers organizations, and with relevant professional agencies service providers and organizations of persons with disabilities to exchange information and share experiences regarding disability management in the work place. Including development in techniques and technology for the adoption of work place, systems of work placement and work experience for workers with disabilities and promotion of persons with disabilities and awareness raising in the field of disability.

In addition, they should make available technical supports and other incentives to promote or facilitate employment opportunities for persons with disabilities. Besides, they should inform employers of these incentives.

Similarly, it is stated that authorities are expected to advocate the adoption of workplace disability management strategies by employers as a part of national policy. It is to promote employment opportunities for persons with disabilities in different sectors

2.4.2. Promotion

Career Development

According to the code of practice of ILO (2002), workers with disabilities should get equal opportunities with other workers at the work place to acquire the skills and experience necessary to their career development. Information about career developmental and promotional opportunities should be clear and communicated in different formats accessible to workers with different disabilities in the enterprise. In addition, workers with disabilities should be encouraged to apply for promotion.

Training Opportunities, Manuals and Courses

Opportunities for workers with disabilities for in-service training programs should be developed and publicized. The use of readers' interpreters and adapted materials should be facilitated, where required by the competent authorities or by organizations for persons with disabilities. Employers should also consider the adjustment of time schedule, venues and programs to facilitate and maximize the participation of persons with disabilities in measures intended for the career development of all employees.

In addition, workplace training handbooks and materials should be accessible to them communication impairment and intellectual disabilities including when the need arises, alternative formats for printed materials and use of visual illustrations in place of text.

Regarding to external vocational training, that a policy of equal opportunity should be implemented in work place based on enrolment for vocational training by making courses available and accessible to all employees, including those with disabilities.

The performance appraisal of workers with disabilities should take place according to the same criteria applied to holders of the same or similar jobs.

2.4.3. Adjustments

Accessibility

Here, it is noted that accessibility should be understood to include manuals, workplace instructions and electronics information. Accessibility for persons with hearing impairment includes access to information frequently conveyed by sound. Such as the ringing of a bell, a fire alarm and such other facilities should be reviewed and complemented where necessary with alternative devices such as flashing lights.

Adaptations

According to the ILO code of practice, adaptation may be required to the workstation to enable workers with disabilities to perform the job effectively. Similarly, it is necessary for tools and equipment to facilitate best possible job performance. These, too, should be planned in consultation with the disabled workers and worker representatives.

Incentives and Support Services

It is identified in the ILO (2002) Code of Practice in Managing Disability in the work place that the competent authorities should make incentives available for employees at work place. Adjustments, those include modification of machinery and equipment, modification of job content, time of work, work organization e.t.c., which provides up-to-date advice and information on adjustments to the work place or to the organizations of job tasks as required.

CHAPTER THREE

Method of the study

3.1. Research Design

The main purpose of this study was to investigate the working conditions of persons with disabilities who are employed. In order to attain this, qualitative method of study was employed. It is discussed that qualitative study seeks to find answer to questions about the meaning and individual understanding of life and used to answer open questions relating to peoples' attitudes and thinking, in a given settings (Hartley,2003).

The study was conducted through in depth analysis of the interviews in relation to the working conditions of sample workers with different disabilities, who are employed in two different production centers in Addis Ababa.

3.2. Participants of the study

The participants of this study were fourteen persons with different disabilities, ten workers who are not disabled, two managers and two Workers' Representatives and an officer from Ethiopian Federation of Persons with Disabilities. A total of twenty-nine participants were included in the study.

3.3. Sampling Techniques

Purposive method of sampling was employed to select two workers with different disabilities for the case study from each center. From the

Society for the Rehabilitation of the Blind and Handicapped, one male with visual impairment and one female with hearing impairment were selected. The other two were from Yehager Tibeb Mederaja Dirijit. They are one male with multiple disorders and one female with motor disorder. The workers who can give better information were selected with the help of the workers of the centers. Managers and Workers' Representatives of each centers and a training officer were included in the study.

In addition, five persons with disabilities were selected purposely from each production center. This was done with the help of the workers' representatives.

Table 1: List of Workers in the production centers

Types of Disability	Name of the centers					
	S.R.B.H.			Y.T.M.D.		
	M	F	Total	M	F	Total
Visual Impairment	32	18	50	14	12	26
Hearing Impairment	2	3	5	1	1	2
Motor Disorder	–	1	1	32	24	56
Mental Retardation	–	–	–	2	1	3
Multiple Disorder	1	–	1	1	–	1
PWDs			57	PWDs		88
Workers without Disabilities	16	26	42	9	26	35
Grand Total			99			123

From Society for the Rehabilitation of the Blind and Handicapped, among fifty-seven workers with disabilities, two female workers with visual impairment, one male with visual impairment, one male with multiple disorders and one female with motor disorder were selected purposefully. From Yehager Tibeb Mederaja Dirijit, from the total of eighty-eight PWDs,

one male with multiple disorders, two females and two males with motor disorder were included.

Then five persons without disabilities were selected purposely from each production center by the help of the workers' Representatives. From The Society for the Rehabilitation of the Blind and Handicapped, five were selected from a total of forty- two workers without disability. Among them, three were males and the remaining were females. Again from Yehager Tibeb Mederaja Dirijit five were selected from a total of thirty-five workers without disabilities. Three of them were females and the rest were males. They all are selected purposely on the basis of their ability to give better information.

3.4. Instruments

3.4.1. Interview

As it is recognized by Hartly, "The most commonly used data collection methods for qualitative studies include different types of interviews and focus group discussions to explore the participant's perspective on the research topic." (2003:106). In this study both methods were used for data collection. Interviews were used to gather data from the four workers with different disabilities, two Managers, two Workers' Representatives, and an officer from The Ethiopian Federation of PWDs.

A total of nine participants were included in the interview. The interview questions for persons with different disabilities were prepared in Amharic and used a translator while interviewing person with hearing impairment. It focused on their working conditions, the problems they face, the supports they get, and their relation with other workers without disabilities and other related issues.

The interview conducted with the two Managers and Workers' Representatives were focused on the situation of persons with different disabilities at work place, their problems, supports, their responsibilities and related issues.

The interviews that were conducted with the training officer were focused on the situation of workers with disabilities in education, training and employment. Moreover, the role of the Federation towards the adaptation of work for persons with different disabilities and other related issues were included.

3.4.2. Focus Group Discussion

The focus group discussions were employed to enrich the data gathered through the interview. They were organized for ten persons with different disabilities (five from each production center). The discussion with PWDs was on their working situations, supports and problems at their work place and their work relation with others.

The other category of the FGD was organized for ten persons without disabilities. It was about their understanding on the working conditions of person with different disabilities, the supports, problems, their relationship and other related issues.

3.5. Procedure

Before the main study was conducted in the research site, pilot study was conducted at Hope for the Blind and Handicapped Rehabilitating Association Training and Production Center in Addis Ababa. Considering the difficulty of the English language for the participants, the items were translated in to Amharic before the pilot study.

Then, necessary improvements of the instruments were carried out. After this, the researchers went to the two production centers, Yehagar Tibebe Mederaja Dirijit and The society for the Rehabilitation of the Blind and Handicapped Addis Ababa. Made contact with the managers and discussed about the purpose of the study. Next, the researcher was referred to the workers' Representatives of the centers. Then, the researcher requested the workers' Representative to cooperate for the identification of the workers and for their participation in the study.

Following this, the identification of the workers was made according to the criteria the researcher set up. Consequently, the researcher made contact with the selected workers with disabilities, introduced the purpose of the research, and asked their willingness to participate in the research. They agreed to be interviewed.

Following this, the researcher went to the Managers and Workers Representatives. Then, after the discussion, sample workers with disabilities and sample workers without disabilities were selected. The researcher clarified the objective of the study to the selected workers with disabilities and workers without disabilities and their willingness was obtained to participate in the study.

After the above arrangements, data collection was carried out with the selected participants. Then, all the data was transcribed and analyzed.

CHAPTER FOUR

4.1. Analysis of Data

This part of the study deals with the analysis and discussions of the data obtained from the participants. The main purpose of this study was to investigate the working conditions of PWDs who are employed in two production centers in Addis Ababa namely *The Society for the Rehabilitation of the Blind and Handicapped* and *Yehager Tibeb Mederaja Dirijit*.

The data collected on the basic research questions are presented and analyzed qualitatively. The major themes of the analysis include the working conditions of PWDs, the problems and supports, the required adaptation, others' perception of the working conditions of PWDs and the mechanisms to improve the working conditions of PWDs. The data obtained on these themes through interview, and focus group discussions were analyzed.

From The Society for the Rehabilitation of the Blind and Handicapped, among fifty seven workers with disabilities, one female with hearing impairment and one male with visual impairment were selected. And out of eighty eight workers with disabilities, one female with motor disorder and one male with multiple disorders were taken from Yehager Tibeb Mederaja Dirijit for the case study.

Accordingly, in this chapter, the findings from these workers with different disabilities and other sources are presented.

4.1.1. The working conditions of workers with disabilities, problems and supports as reported by PWD.

The research questions treated in this section are based on the working situations of PWDs , problems and supports they get from the centers. In order to seek information, the following cases have been taken. The participants were one female with hearing impairment and one male with visual impairment from S.R.B.H. The other two from Y.T.M.D., they were a female with motor disorder and one male with multiple disorders. Brief information about them is presented below.

Table 2: Background Information of the sample workers with disabilities for the case study

No.	Sex	Types of disability	Educational background	Years of experience	Types of work	Name of the center
1	F	Hearing impairment	12 th completed	14	Pile work	S.R.B.H
2	M	Visual impairment	10 th	25	Machine operator	S.R.B.H
3	F	Motor disorder	4 th	20	Sewing	Y.T.M.D
4	M	Multiple disorder	6 th	39	Woven work	Y.T.M.D

Case 1

Case one presents a woman with hearing impairment. She works at the society for the Rehabilitation of the Blind and Handicapped Addis Ababa. She had completed high school and has been working at the center for the past fourteen years in the work of pile carpet.

Working hour

She was asked whether she had a problem on the work time frame of the center. She responded as saying that it was her main challenge while working at the center. According to her, she often finds it hard to arrive at the center in time. As a result, her immediate supervisor warned her to come as much due as possible. However, she said she could not make it up given the current circumstances being formidable. The fact that most of the workers specially workers with motor disorder could not move their feet should justify the problem of lateness. She further comments as saying that there has to be some sort of time adjustment that would consider the conditions of PWDs so that our difficulty might be reduced or if not it is extinguished.

Work Content and Organization

As to her work content and work organization, she responded that the type of work she was engaged in was very uncomfortable. Therefore, according to her, it was very difficult for her to stay longer on one place. However, she believes that the type of work she was assigned at was based on her ability. She was also asked whether she tried to change her current work type and responded as saying that though she tried hard, there was not much she could do. She explained that the center did not make any accommodation to ease her work. According to her, she is working not in a good condition. The work that she is engaged in is hard for her because she believes that the flying particles cause damages to her nose and her eyes too, her eyes are not doing well (she wears an eyeglass) for all these reasons she likes to engaged in other work type which is comfortable for her.

Welfare, Occupational safety, Health and other services

She also added that the money she gets and the work she is engaged in are not equivalent. She told that she does not get any incentives, occupational safety and health services. She said that there is a problem even to get her monthly salary. As she explained the center does not give any occupational and health services for the workers. She was asked about her relationship with others and the treatment she receive. She said that she is not discriminated in any ways and believes that others have positive attitude toward her. She thinks that they understand and take care of her. She did not take any training or courses to improve her potential because there is no training or courses given in the center.

She suggested some things that should be done to solve the problems and make good working conditions for PWDs. She said that it will be good to give training frequently for PWDs according to their ability and materials should be made easier for PWDs (like covers).

Case 2

This is a worker with visual impairment. He works at the Society for the Rehabilitation of the Blind and Handicapped as a machine operator. He has been working there for twenty-five years now. He was asked about his working situations including the time, work content, organization, and occupational safety in the center.

Working hour, Content and Organization

According to him, as far as he comes on time and fulfills his responsibilities, he does not have any problems with over all working conditions except the wage - which he thinks as "matchless" and the noisy sound of the machines he uses as a working tool.

He believes that even workers without disability should not use those types of machineries. He said these kinds of working materials cause damage for PWDs specially workers with visual impairment. This is because he believes the workers with visual impairments use their ears and other parts of body to compensate the job of their eyes. For this matter he suggested it would be better if the center could support them with covers for their ears. He added that workers with disabilities have potential so that they can do what other workers without disabilities do equally according to their capacity.

About his relation with other colleagues without disability, he described that they have good relationship and help each other if necessary and also he mentioned that he does not experience any discrimination at work place. He thinks that other workers have positive attitude towards them and are helpful and believes that they are treated equally like other workers without disability.

Welfare, Occupational safety, Health and other services

Regarding training or course which might had been given in the organization, he discussed that he has not taken any training or courses related to his job that he is engaged in; except a rehabilitation course a few years ago about family planning. According to him the center used to give these kinds of courses for the workers with different disabilities. He did not take any education on the machine he is using. He learnt from experts who were assigned to give services about the machine and other materials in the center.

Then, he started to work on the machine. He was also asked if he took the training based on his interest or not. He said that in the center if the worker with a disability wants to work, would not be inhibited from

joining. If he/she can work or has the potential, they may participate in that area.

Regarding the occupational safety and health, incentives and support services, he reported that he does not get any of it. He said if he has got injured at the work place, the center would cover the cost. But few years ago, the center used to give medical service for any health problem. He also said that they used to take bonuses during holidays and some other occasions. He also noted the center does not make any accommodation to ease his work. The economical problem leads the workers in the center to have poor living condition.

He was asked if he took any training that helps for his career development in the center. He said that he did not take any training that helps for his career development because the center has no chance for workshop or trainings at all. He is still working on the same place as before. He also suggested that to make work good for PWDs, some adjustments or modifications are needed. According to him the tools and machines should be arranged comfortably for PWDs.

The places are also needed to be free from any noises that create additional problems, but he does not hope that this will be practical. This is because the center is not in a good condition for the time being. He said that the center has financial constraint to accommodate the needs of the workers. It is difficult for them even to get their monthly salary on time. Although, he believes that all these are necessary for productive workers (not only for workers with disability), it is difficult to fulfill the needs of the workers in the center.

He was also asked if he experienced any work place discrimination in the center. He believes that he works better than workers without disability and faces no problem. He assumed that being disabled does not prohibit

from work. If one believes that he or she can work, they can do it and what matters for him is accepting the disability and lives like others. According to him, if one loses one body part, can use the remaining.

Case 3

This is a women with motor disorders,(she has lost two of her hands). She learnt up to grade 4 and has been working in embroidery products sections for the last 20 years, at Yehager Tibeb Mederaja Dirigit.

Working hour, Content and Organization

She was asked if she has a problem with working time in the center. She said that there is no problem regarding the time because the center has adjusted the time for PWDs. According to her, they used to start work at 2:00 but now it is 2:30 that she considers as a support for PWDs.

About the work content and organization, she said that she is engaged in this field according to her capacity. Before she joined the garment section she used to work in printing products. It is after she gets trained by a coworker from the center and moved to the garment section.

When she was asked about the work content in relation to her type of disability, she is comfortable with it. It is because she uses her legs. In addition, she told that there is no adjustment or accommodation made by the center to ease her work. She believes that she does not need any.

Welfare, Occupational safety, Health and other services

She was asked if she took any training that helps for her career development. She said that she did not take any training through out her working time. Now she does some work at home to develop her capacity, she also thinks that she will buy a machine and start her own business.

She explained that she does not get any incentive and support services from the center but for holidays she gets bonus. Regarding occupational safety and health services, she said that the center gives medical services if an accident occurs at the work place. However, there are no services given for other health problems.

She was asked about the salary she gets monthly in relation to the work she is engaged in. She told that they are not sufficient but she believes that there is a change now than before. But still needs some adjustments. She said that she did not experience discrimination in any ways. She believes that she is treated equally like others without disabilities in the center. She did not remember any problem that she face because of her disability and added that she has a good relation with other co-workers without disabilities.

Adaptation required in their working conditions

In general, to make working conditions good for PWDs, she suggested some points. She does not think that there is a need to be changed or improved. But as a production center, they should modify the products to be successful in the market. What she put as an example was the garment section. She believes that if they use different models and designs according to the peoples need (by adapting fashionable designs from outside which is demanding), it will be marketable. She said that she is not saying that there is no market but it will be better. At this time, she has made a modern shirt for a sample. She did it by adapting the design from outside. She said that they are planning to come up with different new styles, which are not made there before.

To solve or minimize all the problems that discussed, she said that it will be better if the workers get medical services, first aid kit and a health officer so that he/she can treat any worker who might get injured as

soon as possible. The other point was the work content which needs to be changed or improved. She said that this can be done through systematic inquiry to engaged with products which are modern and marketable.

Case 4

Case four is a man with multiple disorders. He has a problem on his feet and at his back. He has been working at Yahager Tibebe Mederaja Dirigit for the last 39 years. He learnt up to grade six and works as a representative in pile products section.

Working hour, Content and Organization

When he was asked about the working time in the center, he told that he is facing challenges with the transportation system. Especially home time, it is hard for him to queue with other and get a bus. He also suggested that it will be better if they go home 30 minutes earlier. About the work (job) he is engaged in, he said that there is no big problems regarding the task undertake and organization even if some of the work is hard for workers with different disabilities. He said that they are engaged in the field that they are able to work and satisfy their needs. Everyone is engaged with the job that fits his/her capacity and potential. He added that on the work content there are situations that should be improved.

He explained that the types of products need to be changed or improved. He does not expect changes without changing the items that they are producing. He said, "With the current products I do not expect any change. However, if they could get a new training (I am on my way to retire) according to their capacity things will be changed".

Welfare, Occupational safety, Health and other services

About welfare, occupational safety and other services he said that he does not get any thing from the center. Although, it is not given for the time being, he hopes that it will be practical. He explained that at this time they put fire extinguishers at some important places in the center. Furthermore, he said that he got bonus at holidays, which he believes that it is a big encouragement for the workers.

On the other hand, the center does not make any accommodations or adaptation to perform his work easier. He also said that the center did not give training or courses that help him for his career development. But he added that there is an intention to begin training services after the hierarchical structure. He also stated that the wage and the work are not equivalent, which he believes needs improvement.

He was asked if he is discriminated in any ways because of his disability in the center. He answered that he did not experience any discrimination at work place. He believes that he is treated equally like other workers without disabilities. He has good relation and they help and understand each other. In general, to make good working condition for PWDs, he pointed out some things that should be done.

The first one is, to make the work place suitable for PWDs. He explained that workers with different disabilities who are engaged in pile work need to have cover for their nose and mouth to be safe from additional health problems. In addition, workers who use chemicals need to have milk and clothes that protect them from additional hazards and the equipments and machines will be better if they are made to use in manuals and thinks that it will save time and energy. In general he noted that working

conditions of PWDs have many problems, however he hopes that it will be solved after the hierarchical structure.

4.1.2 Results of Focus Group Discussion (FGD) Held with Workers with Disabilities at Yehager Tibeb Mederaja Dirijit.

There are two major categories of Focus Group Discussion conducted in this study. One group was conducted with PWDs and the second one was persons without disabilities from each center. A group discussion conducted with PWDs in Y.T.M. D has five members. All of the participants were employees with motor disorder except one who is visually impaired.

The discussion is conducted to look at the working conditions of PWDs, the problems, the supports they get and the required adaptation of work in the center including other related issues.

Table 3: Background Information of the workers who participated in the FGD.

No	Sex	Types of disability	Educational background	Years of experience	Types of work
1	M	Motor disorder (Hand)	No school	32	Pile work
2	F	Motor disorder (leg)	No school	30	Pile work
3	F	Motor disorder (back)	8 th	34	Store keeper
4	M	Visual impairment	No school	32	Pile work
5	M	Motor disorder (leg)	No school	14	Metal work

Education and Employment of PWDs.

The participants were asked about the education and employment situations of PWDs in Ethiopia. They reported that if they have got the

chance they will be successful. PWDs do not have exceptional problem regarding education, training and employment, they can learn, and participate in every sectors of life. One of the participants said.

“PWDs are productive but others do not have the awareness. They think about the disability not the potential we have. I do not think that PWDs participate in education and employment that much. If they have got the chance, I believe that they can do like others”.

In addition to this, even if persons without disabilities do not try to change themselves with education or training and work; they are like others who are begging in the street. On the other hand, there are PWDs who look after their families by engaging on job that can be a means of income.

They also added that if one person without disability does not work to change his or her life, they are like PWDs. The other thing that they take it as a big change is the participation of PWDs in exhibitions to show their products. They think that it is an improvement and a good way to promote the works of PWDs.

Working hour, Content and Organization of PWDs in the center

Regarding their working conditions in the center they explained that there is no problem with the time. They said that the center took their transportation problem in to consideration and try to make time adjustment. They said they used to start work at 2:00 but now it is 2:30. In relation to the work content and organization, they discussed that the type of work is the same as it is before. They are engaged in production of carpets, doormats, curtains, different embroidery, printing and metal products. The workers are placed according to their training and capacity.

Welfare, Occupational safety, Health and other services

The participants were also asked about if there is any incentives or occupational and health services in the center. They said the center is trying to make an improvement regarding medical services and other supports. They reported that they used to have medical service and different supports like uniform and bonus however; the center does not make any accommodations for the time being. They said that if an accident occurs at the work place they take them to health center and let them get medical service and pay the cost. If the accident is not related to work they do not get any service from the center.

They also reported that there is no accommodation made to ease their work and do their job safely (to be free from any injuries). The center has made a hierarchical structure and they hope that it helps to solve the problems. About occupational safety, they told that a committee is there based on the government rule, but it is not practical till now. They reported that they put fire extinguishers on places where needed. Besides first aid kit are available in the center but it does not start giving service.

They hope that all these will be practical after the structure. When they discuss about their relation with other persons without disability, they understand and help each other and did not experience discrimination in any ways because of their disability.

The required Adaptation

About the machine tools or equipments, one of the problems they raised was that the tools or the equipments are traditional which takes time and needs energy. They commented that if they were replaced with modern materials, it would be comfortable for them. The other problem was they work much but paid less, which is not related to the living

conditions but believe that it is better than before. As a solution for the problems, they suggest that it will be better if they are engaged in vocational like brush, soap, and match and other. One of the participants who are engaged in mat work said,

The mat we produce is an old style and so heavy. This time there are many simple and attractive products, which are available in the city. Because of this it is difficult to compete in the market. If we change the mode of product with its content and design, things will be improved.

In addition to this, regarding to the occupational and health service, they commented that it is better if the center make the plan practical and try to make change.

4.1.3. Focus Group Discussion (FGD) Held with Workers with Disabilities in The Society for the Rehabilitation of the Blind and Handicapped.

The Focus Group Discussion conducted with PWDs in S.R.B.H has five members. Two females and one male with visual impairment, one male with multiple disorders and a female with motor disorder. Brief information about them is presented below. The discussion focuses on the major research questions and informal talk were used.

Table 4: Background Information of the workers who participated in the FGD.

No	Sex	Types of disability	Educational background	Years of experience	Types of work
1	F	Visual impairment	3 rd	17	Pile work
2	F	Visual impairment	No school	37	Pile work
3	M	Visual impairment	No school	18	Pile work
4	M	Multiple disorder	No school	28	Brush
5	F	Motor disorder	3 rd	12	Brush

Education and Employment of PWDs.

The participants were asked about the general education and employment situations of PWDs in Ethiopia. They said that if PWDs are educated like others they will get a job according to their educational background and training. They believe that in Ethiopia employers do not have the awareness and think that they are unable to work.

Because of this, PWDs who are not educated are engaged in begging. They told that nowadays things seem changed. They said that Medias are playing a major role in creating awareness and in promoting the participation of PWDs in different sectors. They think that this is one of an encouragement.

Working hour, Content and Organization of PWDs in the center

Regarding their working conditions in the center, they said that they do not have problem with the working time. They also told that the work is organized according to their disability, training and capacity. They do not have any complain in the work content and that they are comfortable with the machine and equipments.

They were asked if they get annual, sick or maternity leave from the center. They explained that they do, but they do not get any incentive or work accommodations from the center and do not even get their salary on time. It is because their income is based on the amount of sell. All of the participants noted that they knew the problem is not administrative rather it is financial problem. They said that they understand the problem and work there just for survival.

Welfare, Occupational safety, Health and other services

Regarding occupational safety and health services, they used to get support from Government of Germany 15 years ago. Then after, they do not get any services from such organization. In case of accidents occur at the work place, the center will give medical service but not for other health problems. Besides from the medical service and financial problem, transportation is the big problem especially for PWDs. Because the roads, which lead to the center is under construction, they fall in the street repeatedly.

They explained their relationship with others by saying that they understand and help each other by any means and did not experience discrimination at the work place.

The required Adaptation

To make good working conditions for PWDs, they stated some points. First of all occupational safety and health services should be given for PWDs that protects them from additional problem. In addition if they have enough raw materials they believe that they will be productive. The other one is transportation. If they get service for transportation, it will be easier for them to come to the work place on time. For all these solutions, they commented that these would be practical if the government work together with them and try to solve their problems.

4.1.4. Focus Group Discussion (FGD) Held with Workers without Disabilities at the Society for the Rehabilitation of the Blind and Handicapped.

The other category of the Focus Group Discussion was conducted with persons without disabilities from both centers. A group discussion

conducted with PWDs in S.R.B.H. has five members. They are three females and two males with different backgrounds. The discussion focuses on the basic research questions, their perception of the working conditions of PWDs and their relationship with others.

Table 5: Background Information of the workers who participated in the FGD.

No.	Sex	Educational background	Years of experience	Types of work
1	F	No school	9	Cleaner
2	M	6 th	28	Wood worker
3	M	8 th	15	Forman
4	F	12+ 1	30	Secretary
5	F	5 th	16	Pile worker

Education and Employment of PWDs.

The workers were asked to express their view regarding education, and employment situations of PWDs in Ethiopia. They replied that they do not have the opportunity to participate in education and employment. But they think that if they have got the chance, they would be successful unfortunately they are few in number. One of the participants expressed that these situations are mainly reflected in recent years. He said that people used to hide PWDs and abandoned them from education. Then will stay apart from education and face problems in seeking job.

Others said that it is difficult to have a job not only for PWDs but also others. They think that the main thing is having the chance. That means PWDs do not have any exceptional problem in every sectors of life. They also added that in our country, employers lack awareness regarding

disability issue so that they do not accept PWDs to join the organization. They do not think that PWDs are able to work independently so, they do not give the chance. They said that the problem is the way of understanding disability in the society. People get job according to their education and training the same to PWDs.

Working hour, Content and Organization of PWDs in the center

Regarding the working situations in the center, they said that there is no problem in their working time. They start and finish their work like others on time. One of the participants raised their working time as a problem. Because they are not like others, he thinks that the time needs adjustment. He added that they had service, which is used to collect them from different places, but now the center is in a big problem and needs support.

They believed that there is no problem with the work content and organization. They are engaged according to their capacity. Another problem that they pointed out was shortage of manpower. Many of the workers with disabilities are old enough to be retired. This causes the decreasing of manpower in the center. They also suggested that if the center has the capacity and give training or employ skilled manpower, things would be changed. It may start to make new types of products.

In regard with the relationship, they help and understand each other and are treated equally. They have a problem with equipment because they use traditional materials. If these are replaced with modern machine, it will ease the work they do.

Welfare, Occupational safety, Health and other services

Concerning incentives, occupational safety and health services, they said that they used to get medical service. It stopped because of the poor condition of the center. For the time being the center gives transport service to take them to health station. This is applied if the accident occurred in the work place. For other health problems, the center does not give any service. At this time there is no first aid service, but equipments are ready, which they are hoping it will start to give service soon.

In addition to these, there is shortage of labor force. The center is unable to employ from out side or gives training for the workers because of financial problem. Regarding their payment, they think that the work they are engaged in is time taking and needs energy. However they are paid least. More over, there is a problem in marketing.

From the products for example pile work is an old style. People are not interested in these types of product and some use because of its qualities and traditional value. These are mostly foreigners who are very interested with these cultural things. These days, there are modern styles of which are available everywhere so that it has an effect on the market.

Concerning their salary, a board is organized for investigating and studying the problems. Now they hope that the problems will be solved and things will be improved.

4.1.5.Focus Group Discussion (FGD) Held with Workers without Disabilities in Yehager Tibeb Mederaja Dirijit.

The Focus Group Discussion held with workers without disabilities at Y.T.M.D. has five members like other categories of the FGD. It was

conducted to look at their understandings of the working conditions of PWDs in the center and other related issues were raised.

Table 6: Background Information of the workers who participated in the FGD.

No.	Sex	Educational background	Years of experience	Types of work
1	F	12+ 3	12	Sells
2	F	12+ 3	12	Sells
3	F	10+ 2	6	Printing
4	M	10+ 1	6	Printing
5	M	No school	22	Metal worker

Education and Employment of PWDs.

They were asked about education and employment situations of PWDs in Ethiopia. They think that they have less participation in education and employment. Because they do not have the opportunity they are few in number in employment and some are engaged according as their educational background and are successful. Another thing they said was others who did not take any education are engaged in small sectors like embroidery work and they are helping themselves by accepting the disability and work with it. If they lose one of their body parts, they should know that they could use the remaining.

Working hour, Content and Organization of PWDs in the center

Regarding the working conditions of PWDs in the center, the workers have no problem with the time but there is a problem with the transportation. They said that they come on time by facing many challenges.

They also added that the workers are engaged in the type of work they are well trained and have the capacity to perform. The work is organized according to their skills. Since it is teamwork, they help each other unless the job does not require special skill.

Most of the participant reported that they do not have a problem with the machine, equipment tools or work place. One of the participants claimed that there is something that should be improved regarding the work materials. She said that like pile products section has grime, which causes another health problem. They should have a cover for their nose and mouth.

The other thing she said was the sound of the machine. This is very difficult specially, for persons with visual impairment. So that something should be done because they help themselves and other with their remaining potential. She also added that employers should take the responsibility of taking care of the workers.

Welfare, Occupational safety, Health and other services

According to the participants, lack of budget in the center is the problem to fulfill the needs of the workers. Speaking about incentives and occupational safety and health services, the participants explained that, it is not given at this time but they used to have medical services. They do not get any incentives and support services from the center now. This is because the center is in a big financial problem and it is difficult now even to get their monthly salary. Along with this, there is no adjustment made to ease the works of PWDs with machine, place or any tools.

Concerning their relationship with them, they told that they care for each other and help in any ways. They are treated equally like any body else in

the center. They also witnessed that there is no discrimination in the work place regarding placement or others.

Giving their final words, they said that the center has a big financial problem and raw materials. They believe that their products are quality products and very demanding. They were asked about accommodations that are needed for the center to ease their work. They said that they need financial support from the government or NGOs. Accordingly the traditional way of making their products should be modernized so that PWDs can use easily and comfortably. In addition, if they get financial support for raw materials, they hope that they will be productive.

4.1.6. Interview Result with the workers' Representatives of the production centers

There are four participants who were interviewed from the two production centers and they were composed of two Workers' Representatives and two managers of the production centers and an official from E.F.P.D. in this section the interview which relies on the major research question and related issues are discussed.

Table 7: Background Information of the interviewed workers' Representatives of the centers.

No.	Sex	Educational background	Service year	Name of the center
1	M	11 th (partially sighted)	39	Y.T.MD
2	M	10 th	30	S.R.B.H

Education and Employment of PWDs.

The workers' representative of the society for the Rehabilitation of the blind and handicapped was asked about his general assessment of education, employment and working conditions of PWDs in our country. He discussed that there is no awareness in our society about the ability of PWDs. He believes that if they have got the chance, like anybody else, they are successful in education and employment sector. But they are few in number to engage in different sectors of life. He witnesses that they are strong and are successful in many ways.

Working hour, Content and Organization of PWDs in the center

When he was asked about the working time content and organization, in the center, he tried to explain it as follows.

The Products in the center are woolen made carpets; curtains door mates, bed covers, table clothes, cotton materials, different embroidery and printing products. In addition, metal products cotton mattress and pillow are available. He said that workers with different disabilities are organized and placed according to their capacity and type of training. He also added that they do not have any problems regarding the work content and organization at all. He believes that they have quality and viable products and noted that the problem is money.

The workers get their monthly salary based on the income they get from what they sell. He noted that they are in a difficult situation even to give the workers their monthly salary on time. He thinks that this may lead workers not only with disabilities but also others to a series problem, including him. Besides, it is difficult to manage and support their families.

Welfare, Occupational safety, Health and other services

He was asked about incentives, occupational safety, health and other services that PWDs get from the center. He told that they used to get bonus and uniform but now it is difficult even to pay their salary on time and added that they make adjustments on places if needed. Regarding the occupational safety and health service, the workers will take trainings and instructions how to use the machine and any equipments tools before they start working. They also used to get medical services.

He supposed that the service stopped because of the misunderstandings between the staffs and the donors. This time if accident occurs at the workplace the center will give full medical services and explained that there is no discrimination in the work place. The workers help and understand each other and they are treated equally (it is just like a team work).

He was asked about the problems he face while taking his responsibilities. He told that in they understand, share responsibilities with others and solve problems together. What he raised as a problem was paying monthly salary on time. If there is no sell they should stay long. Finally he suggested that if they are provided with some money or if they get sponsors for financial support, things would be better.

Education and Employment of PWDs.

The workers' Representative of Yehager Tibeb Mederaja Dirijit was also asked about the general education and employment situations of PWDs in our country. He said that if they get the chance to be educated, they perform well. Although, they have the potential, some employers lack the awareness to accept or employ PWDs. He told that now there is a change regarding the situations of PWDs (He took Biruh Tefa Radio program as an

example). He said that the situation of PWDs is well recognized in its different programs.

Working hour, Content and Organization of PWDs in the center

Regarding the working conditions of PWDs in the center, he discussed that they start work at 2:30 but it was at 2:00 before. This was made for the transportation problem of PWDs. He believes that they suffer much in the transportation system more than other workers who are not disabled. When he explained about the work content and organization, he told that the types of products are old style and take time in production system. He takes pile work as an example. He said the equipments are cultural and they use their hands to work on it. Regarding the work organization in the center, he said that the work is organized and settled according to the workers training and working capacity. There are also workers who participate in the different parts of work sections.

Welfare, Occupational safety, Health and other services

He was asked about the incentives and occupational safety and health services that are given for the workers. He reported that they do not get any incentive and other supports from the center; this is because the center is financially declining. These days the center is renting shops in the compound, which the center uses as a means of income. He also discussed that the workers do not get any occupational safety and health services from the center. He pointed out that it is used to give medical services for any health problems by means of health officer, if accident occurs at the work place, the center will cover the cost but not for other health problems.

Regarding the workplace, he said that the workers are in a difficult situation because they use most of the place to rent. But he thinks that it is not a big problem when he compares it with the others.

He was asked about how they promote actions like awareness raising among managers and staff about disability issues, conventions and technological support. He explained that these things are not practical here. It is because they work together for many years and have the knowledge. He said that there is social committee who follow up but they do not say that they take that much responsibility for the workers situation. But he said they are trying to make the conventions practical but no that much satisfactory.

When he explained about the work relation between PWDs and others, he told that they work for longer time together and feel like families, He said that if they come late he may tell them not to be late again but not any other punishment. They understand that they do not have any place to go and believes that they do not make it happen purposely. He added that there is a committee who is responsible for promoting the products in Medias, brushers and other means but they did not show that much improvement. He said that they used to get 44,000.00 birr monthly from the government as a support. This time they get 12,000.00 birr in a month. If the hierarchical structure is practical he hopes that there will be a way to employ other skilled manpower from outside.

When he explained the problem regarding the marketing system, he said that there is a problem and it is not a planned way to decide on what to do with the type of products. It did not consider the demands of the users. He said that the center is now planning to improve the way of production if the strategies plan is practical. In the pile products section he understands that the work is hard and the product is not marketable. On

the other hand the printing products are much in progress and they discuss on their progress in every three months and plans for the future.

In general to make change in the center, because most of the workers with disabilities are old enough to be retired, he does not expect that much progress. For that matter he suggested that it is better if the center employ other who can perform well and make changes and believes that they can make their own creativities. He hopes that it will be practical after the hierarchical structure.

4.1.7. Interview Result with the Managers of the production centers and an officer from E.F.P.D.

In order to seek information about the working conditions of PWDs, problems, supports, mechanisms to improve and measures taken to minimize the problems and other related issues are discussed with the managers of the two production centers and an officer from E.F.P.D.

Table 8: Background Information of the interviewed Managers of the centers and a training officer from E.F.P.D.

No	Sex	Educational background	Service year in other organization	In current organization	Total	Name of the center	Types of Disability
1	M	Diploma in Law	24	5	29	Y.T.MD	-
2	M	BA in social work	25	2	27	S.R.B.H	Visual Impairment
3	F	BA in Language	4	4	8	E.F.P.D	Motor Disorder

The manager of the Society for the Rehabilitation of the Blind and Handicapped explained that the center is established in 1984. According to him, the main objective was to make PWDs productive and independent and it was organized as NGO. It enables PWDs to live independent and participate fully in all aspects of life. The workers are ninety nine in

number. The center does not employ workers from outside because of financial problem. They used to give training and placement in the center but not now.

The workers do not get any support regarding trainings that help for their career development. They used to get 70-80 birr monthly salary but by considering the living conditions in the country it is increased to a minimum of 150:00 birr to 400 according to their background and working capacity. The workers do not get any training service because there is no training programs or courses in the center.

Working hour, Content and Organization of PWDs in the center

Regarding the working time, they work for 8 hours like any government organizations. They are free at weekends and holidays. They have annual, sick and maternity leave based on the convention. He reported that they support themselves with the money they get from the products they sell. He added that the workers are organized based on their working capacity and training. They produce pile products, mop, broom, brushes, and blocks are produced in the center.

Welfare, Occupational safety, Health and other services

He was asked about incentive supports occupational safety and health services they get from the center. He said that they used to get uniforms, shoe and bonus. These days the center is in a difficult situation. As he explained, it becomes difficult even to pay monthly salary on time. They used to get medical service by the help of CBM by nurse level. But now it is not available. Regarding the training that is given to the workers to use machines or any equipment, he said that they are engaged after training, they told how to use it. If problems occur on the machines or tools others will give services. If accidents happen, PWDs can understand by the smell,

by talking with others or by looking. He said that they help each other with persons without disability. So he thinks that they are not at risk in case of safety.

The required Adaptation

The other thing he said was shortage of raw materials for the production. Because of this they are not going with a planned program and unable to pay monthly salary on time. To minimize the problem, they are asking supports from NGOs and the government. Here after it may be practical and they are working with what they have for the time being.

He believes that they will change their way of production system if they get financial support. One of the plans include most of the workers are going to be retired so that they do not expect that much progress. For this matter he said, it would be better to employ from outside and try to change the type of products.

Similarly, the manager of Yehager Tibeb Mederaja Dirijit also was asked about education and employment situations of PWDs in our country. He said that PWDs like other people without disabilities. They learn and take trainings and employed in different organizations. He believes that many people think that PWDs are unable to participate in education or employment. According to him, if PWDs are not mentally sick, they can participate in every sectors of life according to their educational background and training. He thinks that if they lose one part of their body they can use the remaining. These are not practical because of lack of awareness in the society. He added that now a day they are making changes.

Regarding the history of the center, he said that it is established during era of emperor H/Selassie. A woman named w/ro Sinidu around

Shiromeda made it. The major goal was to make PWDs independent by giving different types of trainings. They used to get raw materials and show improvements and become successful in the market. They started to get income. Some of them started their own business out of the center and other asked the government to be workers by making them organized. Then they asked for permission to work, sell and to become formalized, and remunerative. They did not get any answer for longer time.

In 1969, the government tried to look at their conditions and understood that they are productive and let them to be worker based on the convention 42:85. Then they organized themselves and registered by the Ministry of Labour and Social Affairs.

They are still under the support of the government .He said that they get 12,000.00 per month. He told that it was to give support till they become independent, but believed that it decreases their participation. He said that they did not get any income for six months before few years and used to divide the money they get from the government for each worker.

When he was telling the progress after he was assigned in the center since the last five years, it was difficult for him to look at the working conditions of PWDs and others. The first thing what he did was promotion of products, because he believes that they are quality products. Then he continued with introducing the products by means of Medias, brochure, and pamphlets in addition to these they have got the chance to participate in exhibitions without payment. He also told that Alebe Show was planning and promised to work together with them, but that was not working. They also participated in concerts with embassies. According to him, now they are changing a lot. They also rent houses in the center for shops, which helps them, much. Their least salary payment was 117.00 birr then, they started to pay according to the government scale. They gave 83 birr increments uniformly for all workers in the center.

They do not have Administrations, and Finance's Manual so it was difficult to make salary scale. They do not have the hierarchical structure but he said that they organized aboard and technical committee. When it is completed he hopes that things will be settled. PWDs in the center are introducing cultural products and they are demanding but what the problem he pointed out is shortage of labour force. He said that the center is unable to employ workers from out side because of financial problem. He also added that it was difficult to manage without manual. The products include weaving and embroidery products printing and Metal works Mattress and pillow and pile carpets.

Working hour, Content and Organization of PWDs in the center

Regarding their working time, they start work at 2:30 and work for 8 hours in a day. They are well experienced with the work they are engaged in. He does not think that they have a problem with the work content and organization and it is difficult for the center to changes the work content. He said that to make it practical there is a need of time, skilled manpower and capital. He believes that it is important to change mode of production but it is very difficult.

Welfare, Occupational safety, Health and other services

The manager was also asked about incentives and occupational safety and health service that PWDs get from the organization. He said that they used to get much before and when things are settled they get bonus and uniforms twice in a year. It was not practical before few years. He also explained that according to the labour and social convention, they get annual, maternity and sick leaves. If accidents occur at the workplace, the center gives medical services but not for other health problems, He said

that this is because it is the objective of the center to help PWDs and let them lead independent life.

He was asked about any adjustments made for PWDs to ease their work in the center. He said that there is no need of adjustments because the work is not that much hazardous. Regarding the health service they have taken training from health and safety section. Those for example who are engaged in pile products took awareness training. They have told about to use a blade for one and other related issues. In addition to this, he said that they put fire extinguishers where needed to make them safe from any accidents at the work place. He said this is done by giving education for the concerned bodies.

When he explained about the problems he faced while taking his responsibilities, he noticed that it is difficult to let PWDs to make them work and lead independent life by changing their attitude of being dependent.

He said that there is no organized legal manual in the center so that it was hard for him to begin the work. It was his first duty to study the problems and try to get a solution. He started with promoting the products through Medias and tried to have the market and took most of the time. They also planned to make the products go with the demand and produce quality products legally. In addition to this, he hopes to let them have the power to employ workers from out side with great effort.

Interview Result with an officer from the E.F.P.D.

From Ethiopian Federation of PWDs, a training officer was interviewed to get an answer for the question raised.

Education and Employment of PWDs

When she explained about education and employment situations of PWDs in our country, she said that PWDs have different physical barriers that hinder them from being educated like others. These physical barriers include the distance from home to school, the buildings and setting of toilets, which are not adjusted for PWDs in almost all education centers. She added that there is no early intervention in the society and even parents do not recognize the problems of their children. Because of this they live with the problem and face challenges in schooling.

She believes that there might be students with different problems like partially sighted or with hearing problem, which is not diagnosed. Because the problem is not recognized, they may repeat classes and the problem be taken as lack of effort. She said that this is all because of lack of awareness in the society.

It is also noted in (Mandell 1984 as cited in Felekech, 2000) that exceptional children often have problems with learning with others and also out side the school environment. Although teachers are not responsible to come up all their problems, they should be aware of their situations and influences on school performance. Similarly, Chambers (2001) stated the importance of teachers to have the needs of all their students as their prime focus and speak the school about the kind of support that they can access and how supported they feel in their situation.

The interviewee believes that PWDs have their own needs, interest and potentials like other persons without disabilities. She also added that the school buildings, which are one of our millenniums frameworks, does not consider PWDs and annoy her very much. She thinks that it is the result of lack of awareness.

Trainings

Regarding trainings, she said that the problem is coming out of the psychological barriers. If they do, they can perform well. In the employment situation, she said that employers focus on the disability rather than their potential. They do not think that they can serve the organization, which she thinks they can make it with little accommodation. She believes that they are reliable and trust worthy but there is a problem with attitude. They do not get the chance even to take the entrance exam for the job. Because of this they will be discouraged and will give up from looking a job.

The Working Conditions of PWDs

She noticed that there are no good working conditions and health services for PWDs in our country and it is not taken as a big issue. In addition, there are situations even PWDs abandoned from work promotion because of their disability without their knowledge. They may engage with the work, which is made for PWDs because of their disability.

About the advocacy they make for adoption of disability management strategies for employers, she discussed that the federation is now in progress. According to her, they are creating awareness, among employers to make job open or free for PWDs and accept them according to their educational background or trainings. She was also asked about their role in making communications between employer's organizations and workers' organization and others. She told that there is much to be done with the organization and the federation. Nothing is secure to make contacts and do much on disability issue.

The main problem that she raised was on service givers that they do not have any idea that they have skilled manpower; they do not take accessibility as an important thing. She said there are 3 and 4 stars hotels in the country, but the gates are not made to use a wheel chair and the lifts are not accommodated for PWDs. She believes that the federation and the organization have to do much regarding those issues.

Regarding their role in promoting, awareness raising, development in techniques and adaptation of work place, she said that the main thing is creating advocacy. There is a plane to study the rules and regulations. According to her they are investigating situations, which are favorable, and which are not based the national level. They also made contacts with A.A.U faculty of law to work with it. She thinks that this is to be a role model but the job should be for the government and the society to make changes.

There are problems that the federation faces in taking its responsibilities. According to her, it is hard for them to relate the issue of awareness and rights with maintaining life. She said that it is the question of poverty but not charity or social issue but it is right. When persons with disability face any problem, they come to federation to have a solution, this is because it is not systematic and the services could be given by others institutions.

As a solution she suggested that the government should take the responsibility of creating awareness with sub-cities, kebeles and the society about the issue of disability and the situation of PWDs. She said that there are few changes in the country nowadays. They are working on awareness creating. Tesfa weekly radio program is one she believes that one of the progresses.

By using the opportunity in workshops and seminars if they try to create awareness and let others know their responsibilities, the problem will be solved. She also added that if they work in regions, it would decrease the number of PWDs coming to Addis Ababa from outside because they think that things are easier here.

CHAPTER FIVE

5.1. Discussion

As mentioned earlier, the purpose of this study was to assess the working situations of PWDs, problems and supports in two production centers. The study also examined others' perception toward the working conditions of PWDs. Moreover, the study has tried to assess the mechanisms of overcoming the problems.

In this part of the study the data gathered from the participants have been discussed based on the major research directives, literature, and research findings. The discussion was conducted by triangulating the information obtained from the participants.

5.1.1. The Working Conditions of Employees with Disabilities

As noted in ILO (2002), there are factors that define the concept of working conditions. Generally, conditions such as working hour, work content, work organization, welfare service, occupational safety, and health services have been identified to determine this conception.

Based on this assumption, therefore, the working hours of the centers was adjusted in away to suit the time frame of PWDs and more significantly taking into account of the prevailing transportation problem. As the convention entails, eight working hours have been stipulated under government bureaucracy. Likewise, working hours at the centers have, therefore, been regulated based on this prescription to eight working hours. This study shows that the centers do not seem to have

problems with regard to the working hours. This is considered to be part of the centers' endeavors to support PWDs working at the centers.

As for work content, the centers are engaged in the productions of pile, woven and embroidery, brushes, mops, metal works and printing products.

Regarding the work organization, it was organized having considered and based on the type of training and work capacity each worker bears. In view of that, no one would engage in the type of work in which they are not familiar or experienced. As most of the workers had worked for many years, they have become very experienced. This is because the centers used to give trainings to PWDs based on their interest and capacity and made the right placement.

According to ILO (1989), it is the important to utilize workers' skills effectively. Managers are, therefore, expected to find the most appropriate ways of assigning tasks and work procedure taking the various skills of individual workers in to account. Allocating workers, particularly PWDs who need special attention, in the right place by considering individual difference is very crucial.

As to the welfare services of the centers, fulfilling the needs of the workers seems very much unlikely owing to financial problems. As it is noted in the ILO(1983) workers education manual, welfare can be a valuable supplement and not a satisfactory catalogue of all the welfare facilities and social services to which worker is entitled. As it is also declared in MOLSA,

Various welfare facilities and services for workers should be provided by enterprises. They are an essential part of good working conditions....The types and quality of welfare facilities may be different in different undertakings,...welfare facilities provide benefits for the enterprise as well as for the workers (1997:278).

Therefore, it is clear that the services given can differ based on the needs of the workers and the availability of the services and believed to be an enhancement for the workers.

The finding of this study reveals that in Y.T.M.D., workers were provided with uniforms twice a year and also bonus payments for holidays and other occasions. Whereas in S.R.B.H., could not provide this provisions to the workers due to its financial crisis. Sometimes, the center finds it hard even to pay their monthly salary in time. The fact that Y.T.M.D. is under the support of the government seems to have helped the center to be in much better position than S.R.B.H. ILO (2004) in this regard it suggests that financial supports and incentives are needed to PWDs to take up poorly paid work.

It is also discussed that for safety of workers with disabilities, there should be accessibility including work place instruction, manuals and electronic information (ILO,2002).

As could be observed from the research finding, particularly in our situations, these things are not likely to be practiced. The centers simply operate just to survive and, therefore, do not consider the safety of their workers. Centers in fact provide these workers trainings on how to use the equipment and tools or machines as well as what is expected from them. As to health services, the centers used to cover the medical bills of the workers, but now medical provision is limited to work related accidents occurred at the workplace.

Concerning occupational safety at Y.T.M.D, items such as fire extinguishers placed at the place where they could be used easily. Whereas, no element for occupational safety at S.R.B.H have been reported. Accordingly, the workers reported to have had no occupational

safety employed by the organization to protect them from possible accidents. However, it is generally believed that occupational safety is very essential for PWDs at production centers to protect them from additional health problems.

In general, there is a lot to be done to promote a carrying and supporting environment for education of PWDs, trainings and employment situations in addition to offering with appropriate working conditions.

5.1.2. Support Services and Problems of PWDs in Their Working Conditions

The centers do not have problems with regard to working hours and the work is also organized based on their training and work capacity. The work content in the centers needs to be revised and, as they reported, the type of products should be improved or changed to confirm with modern style or type. Pile, one of the products, is an old style but because of its cultural value, it is highly demanded particularly by foreigners. Nowadays, as there are better products of pile coming to the market, it would become hard for the centers to compete.

The participants suggested that it will be better if they start producing materials by systematic enquiry of the market. It is also recommended that in pile production the workers need covers for their nose and mouth to be safe from additional health problems.

As it is clearly stated in MOLSA "Eyes/faces are frequently injured in many kinds of workers by flying particles and foreign bodies, by chemicals, intense heat and light, radiation dust and splash of liquid. To prevent such injuries, eyes/face protection should be applied in all operations where danger to the eyes/faces exists" (1997:255).

As to the welfare service, the center which is under the support of the government is in better position than the other. In S.R.B.H, the workers do not get any welfare services because of financial problem and hard for the center to satisfy the needs of the workers. In addition to this, they have nothing for their occupational safety and do not get any health services rather than the payment of cost for accidents happen at the workplace.

At Y.T.M.D., they put fire extinguishers at the place where needed for the workers' occupational safety, which is believed to be very important for workers at production centers. In relation to this situation, MOLSA put the points stated under the proclamation No377/1996 on occupational safety and health directive as all places of employment shall be provided with manageable fire extinguishers for protection against incipient fires (2003).

According to ILO (2000), disability and higher rates of morbidity in the world are observed among low income earners and who have poor living and working conditions. This is observed in these production centers that have poor working conditions because of low income.

The workers at the centers are old enough to be retired and it is unlikely to make changes in the centers regarding the work content or mode of production. To do this, there is a need to train additional labor force and allocate capital. This does not seem to be practical without the support of any concerned bodies. The workers are paid very less for the work which is highly tiresome. According to the participants, most of the products, like for example pile works, are time-taking and laborious.

As the centers do not have provisions for workshops or trainings at all, the workers will not be able to get opportunity for their career development. As it is discussed by ILO (2004), PWDs are generally low paid, perform low skilled job and offer little or no opportunities for promotion and other career development. In addition to this, the finding also witnesses the fact that there is no discrimination at the work place based on disability. The workers have good relationship, they understand and help each other since they work for long time and consider themselves as a family.

5.1.3. Adaptations of Working Conditions Required for PWDs

Reasonable adjustments like adapted working hours for PWDs and equipment are key components of anti-discrimination legislation (ILO, 2004). However, there are no adjustments made for PWDs in the centers to ease their work. According to the finding, there is no need of adapting working hours and work organization in the centers, nevertheless, workers in pile work sections need to have covers to be saved from additional health problems.

There is also the need to be safe from the sound of machines particularly for persons with visual impairment. According to MOLSA, "Because there are a great number of different noise sources and various types of noise "environment" to which workers are daily exposed, the selection of the appropriate measurement method and the corresponding equipment should be given careful consideration" (1997:167). Others also like in metal products and painting section need to have covers to get rid of the chemical risk.

According to the participants of Y.T.M.D, as the tools and equipment are not so much handy that they need to be modified and made easier to be used by PWDs. Most of the tools are time taking and need much energy.

There should also be awareness regarding the requirement of the occupational safety and health services which is very essential mainly for PWDs to protect them from additional health problems. There is also a supportive idea in MOLSA (2003), which says that employers shall ensure that the equipment has been adapted in a way, which will modify its safe working conditions.

As Harries declared,

Individuals have needs...workers expect their employing organization to provide some level of need fulfillment. Organizations normally shoulder the responsibility for meeting the legitimate expectations of their employees. Perceptive managerial look for clues that may reveal an individual worker's goals and desires and seek ways to provide fulfillment of these needs (1984:153).

In general, this study reveals that productive workers with disabilities are facing challenges apart from their disabilities and need special attention.

5.1.4.Others' Perceptions Toward The Problems of PWDs

It is discussed that PWDs have different physical barriers that hinder them from being educated like others. Among these lack of early intervention in the society, buildings, and the distance from home to school are some. The participants believed that PWDs have their own needs, interests, and potential like other persons without disabilities.

PWDs take trainings and what matters is coming out of the psychological barriers. They believed that PWDs could perform well in every sectors of life.

Tirusew (2005) further confirms that disability should not be taken as an obstacle for self-enhancement and in making important positions on all walks of life.

As to their employment opportunity, employers focus more on their disability than their working potential, therefore less likely to consider them viable. Though PWDs can be reliable, trustworthy, and job retentive, the customary attitude of the community against PWDs seems to have disfavored them to be considered futile for employment. Often they could not be able to get the chance to sit for an entrance exam of any given job.

According to E.F.P.D. officer, there are even situations that have denied PWDs of work promotion on account of their disability. It is without their knowledge, which she thinks they could make it with little modifications. They may also engage with the work which is made for PWDs because of their disability.

Feruz discussed,

... in Ethiopia, the absence of very specific legal and policy instruments has not been the cause that made discrimination of persons with disabilities in the work force. Rather, lack of implementation and enforcement programs on the already existing laws and policies, inadequate commitment on the part of the government and low level awareness of employers on the rights of persons with disabilities are the main causes for the problems faced by persons with disability regarding employment. (2006:77).

As it is reported at the FGD, persons without disabilities stated the fact that there were some problems in the centers regarding the materials or tools which the workers use.

For example in pile product sections, it require some adaptation like covers and the other one is the sound of machine, which is not to be used specially by workers with visual impairment. In addition, the problem of transportation was another point raised by the participants of individuals without disabilities.

The centers also want to change the type of products with modern mode of production which, however, seems unlikely due to financial problems. Financial support is very essential to bring about any improvements and create good working conditions for PWDs. As a result, if the concerned bodies are willing to give financial supports to the production centers, the desired changes could be achieved in this regard.

Therefore, this study informs, it needs strong effort. The society, employers, agencies who work on disability areas and other concerned bodies should give more attention to enable PWDs productive citizens and get out from their difficult working conditions, which is a result of their financial problems.

CHAPTER SIX

Conclusion and Recommendations

6.1. Conclusion

Persons with different disabilities are disadvantaged in education and employment opportunities. Even those who are employed are facing challenges apart from their disabilities in their working conditions.

This research focuses on the working conditions of PWDs and attempts to find out problems and extended supports, if any, to the two production centers situated in Addis Ababa. All in all, the findings of this research draw the following conclusion.

This study is the result of qualitative study on twenty nine participants from the two production centers involving fourteen workers with different disability types, ten staff members without disabilities, two workers' representatives, two managers and one representing the Ethiopian Federation of Persons with Disabilities.

The research questions were designed to collect information on the working conditions of employed PWDs, incentives and other support (if any) extended to them, their problems, and their recommendation to adaptation of working conditions. Finally, the perception of others toward their working conditions was also collected and assessed for possible suggestion.

These production centers aim at enabling PWDs to become full participants in all round activities. Employed PWDs at these centers are paid to produce different types of products at each center.

Though the work time amendment has relieved the problem of PWDs, the study suggests the need for adapting their work content. In that vein, they want to change or improve their types of production with contemporary products of marketable value. This, however, requires time, money and training the employees of the centers or else trained individuals need to be employed from outside.

This study also identifies differences between the two production centers with regard to their working conditions on the bases of welfare and occupational safety of PWDs.

PWDs employed at the Society for Rehabilitation of the Blind and Handicapped do not get welfare benefits, any occupational safety, and health services from the center's financial crisis. On the other hand, the employees of Yehager Tibeb Mederaja Dirijit are entitled to welfare services such as uniforms and bonus payment for holidays. They also have fire extinguishers to help employees protect themselves against emergency fire breakouts.

The study finds out that PWDs employed at production centers subsidized by government agencies are relatively better off than PWDs working at privately owned production or Rehabilitation centers. Indeed, it can be argued that this would have an impact on the effective functioning of persons with disabilities in their working conditions.

Finally, this study also identifies financial problem as the major obstacle of the centers to fulfill the needs of employees with different disabilities. Moreover, the society's lack of awareness, lack of coordination with NGOs, employing organizations, and other stakeholders clustered together to solidify and give strength to the problem.

Therefore, this study underlines on the need for a strong effort to formulate good working conditions favorable to persons with different disabilities.

The government, employers, the society, and other concerned bodies should give due attention as to facilitate PWDs' prospect for better working condition and overcome their financial and material problems so that they would become independent and productive citizens.

6.2. Recommendations

Based on the findings, then subsequent conclusion of this study, this researcher draws the following recommendation having properly analyzed and studied the supplied data.

- NGOs, aid agencies or others who work on disability areas should pay attention to the present rehabilitation centers to support workers with different disabilities to be productive and have good working conditions.
- Employers' organizations and workers' organizations and others who work on disability area should have strong relationship and do systematic and integrated work to make the required adjustments for PWDs in their working conditions.
- Workers with different disabilities need special provision with regard to their working conditions.
- Employers and other concerned bodies should have the awareness for the required adaptations to the working conditions of persons with different disabilities.
- Further study should be done related to these areas in order to find out the possible remaining problems of PWDs in their working conditions.

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APPENDICES

Appendix – AI

በአዲስ አበባ ዩኒቨርሲቲ የሳይኮሎጂ ትምህርት ክፍል
የአካል ጉዳተኛ ለሆኑ ሰራተኞች የተዘጋጀ ቃለ መጠይቅ

አጥኚዎ በሚከተሉት መግቢያዎች ቃለ መጠይቁ ይጀመራሉ።
ዓላማ :-

- የዚህ ቃለ መጠይቅ ዋና አላማ በምርት ስራ ላይ የተሰማሩ የአካል ጉዳተኞች የሰራ ሁኔታ ችግር በተመለከተ መረጃ ለማግኘት ነው ።
- በዚህ ቃለ መጠይቅ የምትሠጡ(ጩ)ው ማንኛውም መረጃ በምስጢር ይያዛል። በመሆኑም ትክክለኛ መረጃ እንድትሰጡ(ጩ)ን በአክብሮት እጠይቃለሁ።

አመሠግናለሁ።

1. የግል መረጃ

- 1.1 ያታ -----
- 1.2 የትምህርት ደረጃ -----
- 1.3 የሥራ አይነት -----
- 1.4 የአካል ጉዳት አይነት -----
- 1.5 የአገልግሎት ዘመን -----
- 1.6 የማዕከሉ ስም -----

- 2. በማዕከሉ ውስጥ ያለው የሥራ ሰዓትና የስራ አደረጃጀት ላንተ(ቺ) አመቺ ነው? ካልሆነ ችግሩ ምንድን ነው?
- 3. ሥላስ ስራው አይነትና ይዘት ምን ትያለሽ /ትላለህ?
- 4. ከሥራ ጋር የተያያዘ ምን አይነት የጤና አገልግሎት ታገኛለህ (ሽ)?
- 5. ስራህ(ሽ) ን በተቃራኒ መልኩ ለማከናወን ምን አይነት የሥራ ማስተካከያ ተደርጎልህ(ሽ)?
- 6. አካል ጉዳተኛ ካልሆነው ሙያተኛ እኩል አስተናግዳለሁ ብለህ (ሽ) ታስቢያለች/ታስባለህ? ካልሆነ በምን መልኩ አድሎ/መገለል / ደርሶብህ(ሽ)?
- 7. አካል ጉዳተኛ ካልሆነው ሙያተኛ ጋር አብሮ በመስራት የገጠመህ (ሽ) ችግር አለ ?
- 8. ሙያሽ(ህ)ን ለማሳደግ ያገኘሽ(ሽ)ው የሙያ ስልጠና ወይም የሥራ እድገት አጋጣሚ አለ ?
- 9. በሥራ ሁኔታ ላይ የምትጠቀምበት (የምትጠቀሚበት) መሣሪያ ወይም ማሽን ላይ የገጠመህ (ሽ) ችግር አለ?
- 10. ከማዕከሉ ምን አይነት የሥራ ማበረታቻ ወይም ድጋፍ ታገኛለህ(ሽ)?
- 11. ምን አይነት ማስተካከያ ቢደረግ ትያለሻ (ትላለህ)
- 12. በሥራ ላይ ሌላ የገጠመህ (ሽ) ምንድነው?
- 13. ችግሩን ለማቃለል ምን ቢደረግ ጥሩ ነው ትያለሽ (ትላለህ)?

Appendix – A II

Addis Ababa University
School of Graduate Studies
Department of Psychology

Interview Questions prepared for Workers with Disabilities

The main objective of this instrument is to collect relevant information from the selected employees with disabilities about their working conditions. All your responses will be kept confidential. Therefore you are kindly requested to give your genuine responses.

Personal background

1. Background Information of the participants

- 1.1. Sex _____
 - 1.2. Educational Level _____
 - 1.3. Occupation _____
 - 1.4. Years of experience _____
 - 1.4. Name of the organization _____
2. Are you comfortable with the duration and arrangement of working time in the organization? If No what is the problem?
 3. How do you realize the job content and work organization?
 4. How does this organization keep your occupational safety and health?
 5. What adjustments or modifications are made to ease your work?
 6. Do you think you are treated equally like other workers without disabilities? If not in what way are you discriminated?
 7. Do you face a problem while working with workers without disability?
 8. What opportunities do you get in your career development and training program? What problems do you face because of your disability?
 9. Would you tell me any problems you face in your working conditions regarding the tools or equipments?

10. What adaptations do you think you need?
11. What kind of incentives and support services do you get from the organization?
12. What other problems do you face at your work place?
13. What do you suggest to minimize or solve the problems?

Appendix - BI

በአዲስ አበባ ዩኒቨርሲቲ የሳይክሎጂ ትምህርት ክፍል

አካል ጉዳተኞች ከሆኑ ሙያተኞች ጋር የሚደረግ የቡድን ውይይት

ዓላማ

የዚህ ውይይት አላማ በምርት ሥራ ላይ የተሰማሩ የአካል ጉዳተኞች የሥራ ሁኔታ ችግር በተመለከተ መረጃ ለማግኘት ነው።

- የውይይቱ ተሳታፊዎች በአጥጊው የሚነሱ ነጥቦች ላይ በማተኮር ይሳተፋሉ
- በሳታፊዎቹ የማሰጧቸው ሃሳቦችም ሆኑ አስተያየቶች በሚሰጥር ይያዛሉ
- ተሳታፊዎች ጥናቱ በሚያሳየው ውጤት ተጠያቂ አይሆኑም

አመሠግናለሁ።

1- የተሳታፊዎች የግል መረጃ

- 1.1 ፆታ -----
- 1.2 የትምህርት ደረጃ -----
- 1.3 የሥራ አይነት -----
- 1.4 የአካል ጉዳት አይነት -----
- 1.5 የአገልግሎት ዘመን -----
- 1.6 የማዕከሉ ስም -----

- 2- በአጠቃላይ በእኛ አገር ሰላላ የአካል ጉዳተኞች ስልጠና የቅጥር ሁኔታና የሥራ ሁኔታ ምን ትላላችሁ?
- 3- በማዕከሉ ሰላላው የሥራ ሠዓትና አደረጃጀት ለአካል ጉዳተኞች አመቺ ነው
- 4- ስለ ሥራው ይዘት ምን ትላላችሁ?
- 5- አካል ጉዳተኛ ካልሆነው ሙያተኛ ጋር ስትሰረ ምን አይነት ችግር ገጥሟችኋል?
- 6- የሥራ መገልገያችሁን በተመለከተ ምን አይነት ተግር ገጥሟችኋል?
- 7- በማዕከሉ ሰላላው ከስራ ጋር የተያያዘ የጤና አገልግሎት ምን ትላላችሁ?
- 8- ችግሩን ለማቃለል ምን ቢደረግ ጥሩ ነው ትላላችሁ ተጨማሪ አስተያየት ካላችሁ?

Appendix - BII

**Addis Ababa University
School of Graduate Studies
Department of Psychology**

**Focus Group Discussion Question prepared for
Workers with Disabilities**

The main objective of this focus group discussion is to collect relevant information on the working conditions of persons with disabilities. The group members focus on issues raised by the researcher and actively participate in the discussion. All comments of the participants will be kept confidential. The group members will not be responsible for the research out come.

Introduction of the researcher

Introduction of participants

Personal background

1. Background Information of the participants

1.1. Sex _____

1.2. Types of Disability _____

1.3. Educational Level _____

1.5. Occupation _____

1.6. Years of experience _____

1.7. Name of the organization _____

2. What can you say about the general training e, employment and working conditions of persons with disabilities in out country?
3. Are you comfortable with the working time in the centers? And what do you say about the work content and organization?

4. What support and occupational safety and health services do you get from the center?
5. What problems do you face while working with persons without disabilities because of your disability?
6. Do you think you are treated equally like others in the center?
7. Do you face problems in relation to the tools and equipments?, Or any other problem?
8. What solutions do you suggest to solve or minimize the problems? And if you have any other comments about what we talked.

Appendix- CI

በአዲስ አበባ ዩኒቨርሲቲ የሳይኮሎጂ ትምህርት ክፍል

የአካል ጉዳተኞች ካልሆኑ ሙያተኞች ጋር የሚደረግ የቡድን ውይይት

ዓላማ

የዚህ ውይይት አላማ በምርት ሥራ ላይ የተሰማሩ የአካል ጉዳተኞች የሥራ ሁኔታ ችግር በተመለከተ መረጃ ለማግኘት ነው።

- የውይይቱ ተሳታፊዎች በአጥኚው የሚነሱ ነጥቦች ላይ በማተኮር ይሳተፋሉ
- በሳታፊዎቹ የማሰጧቸው ሃሳቦችም ሆኑ አስተያየቶች በሚሰጥር ይያዛሉ
- ተሳታፊዎች ጥናቱ በሚያሳየው ውጤት ተጠያቂ አይሆኑም

አመሠግናለሁ።

1. የተሳታፊዎች የግል መረጃ

- 1.1 ያታ -----
- 1.2 የትምህርት ደረጃ -----
- 1.3 የሥራ አይነት -----
- 1.4 የአካል ጉዳት አይነት -----
- 1.5 የአገልግሎት ዘመን -----
- 1.6 የማዕከሉ ስም -----

- 2 በአጠቃላይ በእኛ አገር ሰላሰው የአካል ጉዳተኞች ስልጠና የቅጥር ሁኔታና የሥራ ሁኔታ ምን ትላላችሁ?
- 3 በማዕከሉ ሰላሰው የሥራ ሠዓትና አደረጃጀት ለአካል ጉዳተኞች አመቺ ነው?
- 4 አካል ጉዳተኛ ሞያተኛን አካል ጉዳተኛ ካለሆነው ሙያተኛ ጋር በመስራቱ ችግር የሚገጥመው ይመስላችኋል አካል ጉዳተኛ በመሆኑ ምክንያት?
- 5 አካል ጉዳተኞች በሚገለገሉባቸው መሳሪያዎች በኩል ችግር ይገጥማቸዋል ብላችሁ ታስባላችሁ?
- 6 - በአካል ጉዳተኞች አካል ጉዳተኛ ካልሆነው ሙያተኛ እኩል ይስተናገዳሉ ብላችሁ ታስባላችሁ?
- 7 - ችግሩን ለማቃለል ምን ቢደረግ ጥሩ ነው ትላላችሁ ተጨማሪ አስተያየት ካላችሁ

Appendix - CII

**Addis Ababa University
School of Graduate Studies
Department of Psychology**

**Focus Group Discussion Question prepared for
Workers without Disabilities**

The main objective of this focus group discussion is to collect relevant information on the working conditions of persons with disabilities. The group members focus on issues raised by the researcher and actively participate in the discussion. All comments of the participants will be kept confidential. The group members will not be responsible for the research out come.

Introduction of the researcher

Introduction of participants

Personal background

1. Background Information of the participants

1.1. Sex _____

1.3. Educational Level _____

1.5. Occupation _____

1.6. Years of experience _____

1.7. Name of the organization _____

2. How do you assess the general training, employment and working conditions of PWDs in this country?
3. What do you say about the services and problems of workers with disabilities in your organization?
4. Do you think the workers face problems while working with person without disabilities because of their disabilities?

5. Do you think they face problems in relation to the tools and equipment?
6. What do you say about the occupational safety and health of workers with disabilities?
7. Do you think they are treated equally like others in the organization?
8. What solutions do you suggest to solve their problems? And if you have any other comments about what we talked.

Appendix - DI

በአዲስ አበባ ዩኒቨርሲቲ የሳይክሎጂ ትምህርት ክፍል
ለሠራተኞች ተወካይ የተዘጋጀ ቃለ መጠይቅ

አጥኚዎ በሚከተሉት መግቢያዎች ቃለ መጠይቁን ይጀምራሉ።

ዓላማ

የዚህ ቃለ መጠይቅ ዋና አላማ በምርት ስራ ላይ የተሰማሩ የአካል ጉዳተኞች የስራ ሁኔታ ችግር በተመለከተ መረጃ ለማግኘት ነው።

በዚህ ቃለ መጠይቅ የማሰጡት ማንኛውም መረጃ በሚስጥር ይያዛል። በመሆኑም ትክክለኛ መረጃ እንዲሰጡ በአክብሮት እጠይቃለሁ።

አመሠግናለሁ

1. የግል መረጃ
 - 1.1 ፆታ -----
 - 1.2 የትምህርት ደረጃ -----
 - 1.3 የሥራ አይነት -----
 - 1.4 የአካል ጉዳት አይነት -----
 - 1.5 የአገልግሎት ዘመን -----
 - 1.6 የማዕከሉ ስም -----
2. በአጠቃላይ በአገራችን ያለውን የአካል ጉዳተኞች ቅጥርና የስራ ሁኔታ በተመለከተ ምን ይላሉ?
3. በመስሪያ ቤት ውስጥ ባለው የስራ ሁኔታ የአካል ጉዳተኞችን የስራ ሰዓትና የስራ አይነት በተመለከተ ምን አይነት ችግር አለ? የስራ አደረጃጀት
4. ምን አይነት ጥቅማ ጥቅሞችን /ማበረታቻዎችን/ ሌሎች ከሥራ ጋር የተያያዙ የጤና አገልግሎቶችን ሰራተኛው ያገኛል? የገጠሙ ችግሮች ካሉ?
5. በስራው ሂደት ላይ ለገጠሙ ችግሮች ካሉ ችግሩን ለማቃለል ምን አይነት እርምጃዎችን ትወስዳላችሁ?
6. ስለ አካል ጉዳተኝነት ፅንሰ ሀሳብ እንዲሁም ድንጋጌዎችን በተመለከተ ከአሰሪና ሰራተኞች መካከል ግንዛቤን ለማስፋት ምን የምታደርጉት እንቅስቃሴ አለ?
7. በተጨማሪም ማሽኖችንና ሌሎች መሳሪያዎችን ለሙያተኛ በሚመች መልኩ ለማስተካከል ምን ይደረጋል?
8. በስራ ቦታ ላይ የሚከተሉትን አድሎ ለማስቀረት ምን አይነት እርምጃዎችን ትወስዳላችሁ? (ካለ)
9. የሥራ ኃላፊነትዎን በመወጣቱ እረገድ ምን አይነት ችግር ገጥሞታል?
እስካሁን በተነጋገርነው ላይ ተጨማሪ አስተያየት ወይም የመፍትሔ ሃሳብ ካለ?

Appendix- D II

Addis Ababa University
School of Graduate Studies
Department of Psychology

Interview Question prepared for Workers' representatives

The main objective of this instrument is to collect relevant information on the working conditions of persons with disabilities. All your responses will be kept confidential. Therefore you are kindly requested to give your genuine responses.

Personal background

- 1. Background Information of the participants**
 - 1.1. Sex _____
 - 1.3. Educational Level _____
 - 1.5. Occupation _____
 - 1.6. Years of experience _____
 - 1.7. Name of the organization _____
2. How do you assess the general training, employment and working conditions of PWDs in this country?
3. Would you explain your idea about the services and problems of the working conditions of workers with disabilities?
4. What measures do you take to minimize their problems?
5. How do you promote actions like awareness raising among managers and staff about disability issue, conventions and technological support?
6. What do you do regarding adjustments and adaptations of equipments and tools?
7. Do you take measures to revise the working time and work organization of persons with disabilities?
8. What measures do you take to avoid discrimination at the work place? if any.
9. Please make additional comment you might have related to what we talked about.

Appendix - E

**Addis Ababa University
School of Graduate Studies
Department of Psychology**

Interview Questions prepared for Managers

The main objective of this instrument is to collect relevant information on the working conditions of persons with disabilities. All your responses will be kept confidential. Therefore you are kindly requested to give your genuine responses.

Personal background

1. Background Information of the participants

- 1.1. Sex _____
 - 1.2. Educational Level _____
 - 1.3. Occupation _____
 - 1.4. Years of work experience in the current organization _____
 - 1.5. years of experience in other organizations _____
 - 1.6. Name of the current organization _____
2. When did this organization established? And what was the goal?
 3. What are the major activities done in the center?
 4. How much is the staff size and what are the required maximum and minimum qualifications for staff employment?
 5. What do you say about salary scale, and promotions of the employments?
 6. Do you give training opportunities for staffs for their career development?
 7. What kind of incentives and support services do you give?
 8. What do you say about arrangements for annual leave, sick leave and maternity leave?

9. Would you explain your idea about the problems of the working conditions of persons with disabilities?
10. What measures do you take for the workers' occupational safety and health with different disabilities?
11. What problems do you face in caring out your duties?
12. What are your plans to solve or minimize the problems and promote good working condition for persons with disabilities?

Appendix - F

Addis Ababa University
School of Graduate Studies
Department of Psychology

Interview Questions prepared for an officer from E.F.P.D.

The main objective of this instrument is to collect relevant information on the working conditions of persons with disabilities. All your responses will be kept confidential. Therefore you are kindly requested to give your genuine responses. Thank you for your cooperation and lending your precious time.

Personal background

1. Background Information of the participants

1.1. Sex _____

1.3. Educational Level _____

1.5. Occupation _____

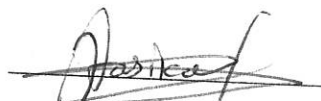
1.6. Years of experience _____

1.7. Name of the organization _____

2. What is your general assessment of employment and working condition of persons with disabilities?
3. How do you advocate the adoption of disability management strategies by employers as part of a national policy?
4. Do you facilitate communication between employers' organizations and workers' organization and others? If yes, in what way?
5. What is your role in promoting awareness raising, development in techniques and adaptation of work places for persons with disabilities?
6. What problems do you face in carrying out your responsibilities?
7. What do you suggest to minimize or solve the problems?

Declaration

I, the undersigned declare that this thesis is my original work, has not been presented for a degree in any other university and that all sources of material used for the thesis have been duly acknowledged.



Fasika Assefa